



Ridgeline Installation and Upgrade Guide

Copyright ©

© 2013 Extreme Networks, Inc. All Rights Reserved.

Extreme Networks and the Extreme Networks logo are trademarks or registered trademarks of Extreme Networks, Inc. in the United States and/or other countries.

AccessAdapt, Alpine, Altitude, BlackDiamond, EPICenter, Essentials, Ethernet Everywhere, Extreme Enabled, Extreme Ethernet Everywhere, Extreme Networks, Extreme Standby Router Protocol, Extreme Turbodriven, Extreme Velocity, ExtremeWare, ExtremeWorks, ExtremeXOS, Go Purple Extreme Solution, Ridgeline, ScreenPlay, Sentriant, ServiceWatch, Summit, SummitStack, Triumph, Unified Access Architecture, Unified Access RF Manager, UniStack, the Extreme Networks logo, the Alpine logo, the BlackDiamond logo, the Extreme Turbodriven logo, the Summit logos, and the Powered by ExtremeXOS logo are trademarks or registered trademarks of Extreme Networks, Inc. or its subsidiaries in the United States and/or other countries.

Active Directory is a registered trademark of Microsoft.

sFlow is a registered trademark of InMon Corporation.

XenServer is a trademark of Citrix.

vCenter is trademark of VMware.

Specifications are subject to change without notice.

All other names are the property of their respective owners.

For additional information on Extreme Networks trademarks, please see:

www.extremenetworks.com/about-extreme/trademarks.aspx.

Table of Contents

Chapter 1: Installation Overview 4

- Installation Overview 4
- System Requirements 6
- Upgrading Ridgeline to a Service Pack Release 8
- Obtaining a License Key for the Ridgeline Server 9
- Installing a Permanent License When an Evaluation License is Already Installed 10

Chapter 2: Downloading Ridgeline Software 11

- Overview 11
- Determining Device Serial Numbers 12
- Providing Serial Numbers to Extreme Networks eSupport 13

Chapter 3: Installing the Ridgeline 4.0 Server 18

- Installation Overview 18
- Installing the Ridgeline Server 20
- Adding or Upgrading License Keys 34
- Starting and Stopping the Ridgeline Server 35
- Configuring the Ridgeline Server for NATed Client Connections 37
- Installing Ridgeline on a Multi-homed Server 37
- Installing Alternative Viewers and Difference Viewers 39
- Enabling SSH for Secure Communications 39
- Uninstalling the Ridgeline Server Software 40

Chapter 4: Starting the Ridgeline 4.0 Client 44

- About the Client Initialization Process 44
- Starting the Client Program 44
- Disabling Installation of Desktop Shortcuts 47
- Configuring the Firefox Browser for the Java Plug-In 47

Chapter 5: Upgrading the Ridgeline Software 49

- Ridgeline Software Upgrade Overview 49
- Installing a Service Pack Release 49

Index 61



1 Installation Overview

Installation Overview

System Requirements

Upgrading Ridgeline to a Service Pack Release

Obtaining a License Key for the Ridgeline Server

Installing a Permanent License When an Evaluation License is Already Installed

This chapter provides an overview of the installation or upgrade of Ridgeline software.



Note

Ridgeline does not provide multi-language support.

Installation Overview

Ridgeline is a powerful, yet easy-to-use, client-server program for the centralized management of a network of Extreme Networks switches and selected third-party devices. Ridgeline offers a comprehensive set of network management tools that are easy to use from a client workstation with a web browser and the appropriate Java plug-in. The Ridgeline software can be installed on systems running Windows Vista, XP, Windows 2003 server, Windows 2008 server, or Windows 7 (Ridgeline 32-bit version only) or on systems running Red Hat Enterprise Linux version 5.

The Ridgeline Server

The Ridgeline server requires a license key, installed onto the server, to enable clients to connect to the server. You can install successfully without a Ridgeline license, but you need to add a license key by running the License Manager (see [Adding or Upgrading License Keys](#)), to use the Ridgeline product. License key installation is separate from the Ridgeline server installation. You can run the License Manager at any time to add or upgrade licenses.



Caution

If you are running an evaluation version of the Ridgeline software, *and* you want to retain the information in your Ridgeline database, **DO NOT REINSTALL** the Ridgeline software to upgrade to a permanent license.

There are several additional (optional) components you may want to install along with your Ridgeline server:

- A viewer and difference viewer that you can use to view and compare configuration files in the Configuration Manager. Ridgeline provides default viewers, but you can install your own. For instructions about obtaining and installing a different viewer and differences viewer, see [Installing a Difference Viewer](#).

- A SSH enabling key, which enables Ridgeline to use SSH2 instead of Telnet to communicate to the devices Ridgeline manages (assuming the devices are enabled to use SSH), and to securely upload and download configuration files. For information about enabling Ridgeline to use SSH, see [Enabling SSH for Secure Communications](#).

Upgrading the Ridgeline Server

Occasionally, Extreme Networks may choose to release updates to Ridgeline as a service pack release. On systems with a previously installed base release of the Ridgeline server, you can upgrade to a service pack release by installing a Ridgeline service pack patch (see [Upgrading Ridgeline to a Service Pack Release](#)).

**Note**

If you have been running a beta version of the Ridgeline 4.0, you must uninstall the beta version and do a new install of the final version. You cannot upgrade a beta version of the Ridgeline 4.0 software to the general availability (GA) release of the software.

The Ridgeline Client

The Ridgeline client is a program that runs from a Microsoft Internet Explorer or Mozilla Firefox browser. A browser is also required to display Ridgeline reports and to view the Ridgeline online help.

The Ridgeline client can run on a different type of system from the server; for example, you can run the client on a Windows system connected to a Ridgeline server installed on a Linux system.

No software installation is required for a client to connect to the Ridgeline server; however, the Java 1.6.0_25 and later plug-in is required, and you are prompted to install it if it is not already present.

There is no separate installation package for the Ridgeline client. When you connect to the Ridgeline server with a browser and start the Ridgeline client, all required files are downloaded and installed on your system automatically.

No license is needed to run the Ridgeline client; however, the Ridgeline server must have a valid license installed before any client connections are allowed.

**Note**

If you want to enable XNV for managing Microsoft's System Center Virtual Machine Manager managed virtual machines, you must install Ridgeline XNV agent on the SCVMM host machine. For installation information, see Step 5 in [Starting the Client Program](#).

Ridgeline 4.0 Device Inventory Limit

Ridgeline 4.0 permits you to manage a maximum of 300 devices in inventory.

This could be significant if you are upgrading from a previous version of Ridgeline (earlier versions of Ridgeline supported more devices). To avoid problems when installing, you are advised to do one of the following:



- Reduce your inventory of managed devices to 300, or fewer, prior to upgrading.
- Choose not to migrate your database when performing the upgrade installation. After the upgrade installation, you will need to re-create an inventory by discovering or adding devices (for information about discovering and adding devices, see the *Ridgeline Reference Guide*.)

System Requirements

The following sections specify the system requirements for installing and running Ridgeline 4.0.

Please check the most current version of the *Ridgeline Release Notes* for any additional or changed requirements for the Ridgeline release that you are installing.

Windows Vista/XP/2003 Server/2008 Server/Windows 7

The Ridgeline Server

The system requirements for the Ridgeline server on Microsoft Windows are:

- Microsoft Windows Vista, Windows XP Professional with SP1 or later, Windows 2003 server, Windows 2008 server, or Windows 7 running on an Intel Pentium-compatible CPU.

Note



The Windows platform 32-bit version of Ridgeline 4.0 can be installed on any Windows platform listed above only if it has a 32-bit processor and operating system. The 64-bit version of Ridgeline 4.0 can only be installed on Intel-based 64-bit systems for the 64-bit Windows platforms listed above. If you try to install 64-bit Ridgeline 4.0 on Itanium- or AMD-based 64-bit machines, you may get an error message.

- 4 GB RAM with SWAP set to 1.5 times the RAM
- 2 GB disk space available, NTFS filesystem recommended.
- 1 GHz or greater Pentium-compatible processor (2 GHz or greater recommended).

The Ridgeline server software requires the installation of Oracle/Sun JRE 1.6.0_25 (or later). The Oracle/Sun JRE 1.6.0_25 is included in the server installation and is the version we recommend you use.

Note



Additional disk space may be needed to hold alarm logs and other runtime data. The amount of space depends on the number of devices and the number of traps and syslog messages generated by the managed devices.

The Ridgeline Client

The system requirements for the Ridgeline client on Microsoft Windows are:



- Windows Vista, Windows XP Professional with SP1 or later, Windows 2003 server, Windows 2008 server, Windows 7 (Ridgeline 32-bit version only) running on an Intel Pentium-compatible CPU.
- A monitor that supports at least 1024 x 768 resolution and 16-bit color. Your system display settings must be set for at least 65536 colors.
- 512 MB RAM minimum (up to 1 GB recommended).

**Note**

To run the Ridgeline client and server on the same machine, 4 GB RAM is recommended.

- 256 MB of disk space, NTFS filesystem recommended.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.
- An Internet browser (Mozilla Firefox or Microsoft Internet Explorer) is required to start the Ridgeline client, display reports, and view the Ridgeline online help.

Red Hat Enterprise Linux 5

The Ridgeline Server

The system requirements for the Ridgeline server on Linux are:

- Red Hat Enterprise Linux version 5.

**Note**

The Linux platform 32-bit version of Ridgeline 4.0 can be installed on the Linux platform listed above only if it has a 32-bit processor and operating system. The 64-bit version of Ridgeline 4.0 can only be installed on Intel-based 64-bit systems for the 64-bit Linux platform listed above. If you try to install 64-bit Ridgeline 4.0 on Itanium- or AMD-based 64-bit machines, you might get an error message.

- 4 GB RAM with SWAP set to 1.5 times the RAM
- 1 GHz or greater Pentium-compatible processor (2 GHz recommended).
- 2 GB disk space available.
- A GUI/desktop environment must be installed on the server machine.

The Ridgeline server software requires the installation of Oracle/Sun JRE 1.6.0_22 (or later). The Oracle/Sun JRE 1.6.0_22 is included in the server installation and is the version we recommend you use.

**Note**

Additional disk space may be needed to hold alarm logs and other runtime data. The amount of space depends on the number of devices and the number of traps and syslog messages generated by the managed devices.

The Ridgeline Client

The system requirements for the Ridgeline client on Linux are:



- A monitor that supports at least 1024 x 768 resolution and 16-bit color. Your system display settings must be set for at least 65536 colors.
- 512 MB RAM minimum (1 GB recommended).
- 256 MB disk space available.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.
- An Internet browser (Mozilla Firefox 1.5 or higher) is required to display reports and view the Ridgeline online help.

Browser Requirements for the Ridgeline Client

The Ridgeline client runs from a browser program. Ridgeline uses signed applets. You are prompted to accept the security certificate from Extreme Networks the first time you start the applet.



Note

The Java plug-in version 1.6.0_25 and later is required for the Ridgeline client. If this version of the plug-in is not already installed, you are prompted to download it the first time you start the Ridgeline client.

The following table lists the browsers that are supported by Ridgeline 4.0. A browser is also required to display Ridgeline reports and the Ridgeline online help.

Table 1: Ridgeline 4.0 Supported Browsers

Operating System	Minimum Browser Configuration
Windows	• Internet Explorer™ 6.0 or later • Mozilla Firefox 1.5 or 2.0
Red Hat Enterprise Linux version 5	Mozilla Firefox 3.0



Note

For the Mozilla Firefox browser, you must install the Java plug-in, and then link it to the Firefox browser. See [Configuring the Firefox Browser for the Java Plug-In](#).

Upgrading Ridgeline to a Service Pack Release

Occasionally, Extreme Networks may release updates to the current Ridgeline release as service packs. Service packs are minor releases that provide fixes for known problems from previous releases.

A service pack is released as a patch that integrates the service pack fixes into an existing base Ridgeline software installation. If you already have the Ridgeline software installed on your system when a service pack is released, you can add the service pack fixes by installing the patch release. For installation instructions, see [Installing a Service Pack Release](#).

If the service pack that you want to install is for a different base release than the one currently installed on your system, first install the correct base release, and then install the service pack patch.



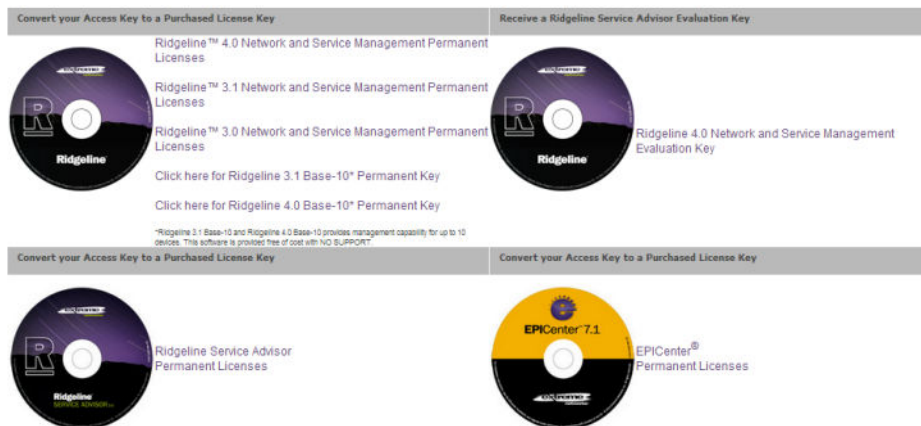
After you upgrade the Ridgeline 4.0 server to a service pack release, if any files are necessary to run the Ridgeline client on your system, they are downloaded and installed automatically when you start the client.

Obtaining a License Key for the Ridgeline Server

To log on to the Ridgeline server from a Ridgeline client, Ridgeline must be configured with a valid license. You can install the software without a license key, but you cannot connect to it from a Ridgeline client. (If you install the product without a license key, you can add the key later using the License Manager, described in [Installing a Permanent License When an Evaluation License is Already Installed](#)).

Ridgeline licenses allow you to use all of the standard features of the product, including discovery and visualization of the devices in your network, scripting, and point-and-click provisioning for VLANs and EAPS domains. Additional feature licenses are available from Extreme Networks that enable additional Ridgeline features, including: identity management, VM support, and service provider features, such as E-LINE, E-LAN, VMAN (PB), PBB and VPLS discovery, monitoring, and provisioning. For more information about the various types of software licenses available for Ridgeline, see the *Ridgeline Release Notes*.

You can get two types of licenses from Extreme Networks, an evaluation license and a permanent license at www.extremenetworks.com/go/ridgelinelicense. Select the option for the license key that you want.



Evaluation License

An *evaluation* license allows you to run the product on a temporary basis. If you want to continue using the product beyond the evaluation period, you must obtain a permanent license.

To get an evaluation license:

- 1 Go to: www.extremenetworks.com/go/ridgelinelicense
- 2 Click the option to obtain an evaluation license key.



- 3 Enter your name, company information, and similar information, and an e-mail address to which your license key should be sent.

Your evaluation license key is e-mailed to you.

If your evaluation license expires before you have finished evaluating the product, you can request another evaluation key—up to three evaluation keys for a total of 90 days of evaluation use.

Permanent License

A *permanent* license has no time limit. Permanent licenses are sold based on the number of devices you want Ridgeline to manage.

To obtain a permanent license:

- 1 You must provide your activation key, found on the license agreement shipped with your purchased product.
- 2 Fill in the requested information, and enter your activation key. The activation key is a 14-character key that starts with “AC” found on the *license agreement* that you received when you purchased the product.

Both permanent and evaluation license keys are 14-character keys that start with “RS” and are followed by 12 additional upper- and lower-case alphabetic characters, numbers, and special characters such as “+”.

The license key is *not* the same as the activation key, which starts with “AC,” and is found on the license agreement shipped with your purchased product. You use the activation key to obtain a permanent license.

Your permanent license key will be e-mailed to you.

Installing a Permanent License When an Evaluation License is Already Installed

To install a Ridgeline evaluation or permanent license, or to upgrade an evaluation license to a permanent license you must run the License Manager. Until you install a license, no client can connect to the Ridgeline server. For instructions on how to do this, see [Adding or Upgrading a License Key](#).



2 Downloading Ridgeline Software

Overview

Determining Device Serial Numbers

Providing Serial Numbers to Extreme Networks eSupport

This chapter explains how to download images from the Extreme Networks eSupport. In some specific cases, the process might be different and is noted when applicable.

Overview

Using the Ridgeline Firmware Manager, you can download software and BootROM images from Extreme Networks to your Ridgeline server, and then upgrade the devices in your network with the new images. To download new images from Extreme Networks, you must have a current support contract and an Extreme Networks eSupport user name and password.

You also need to provide eSupport with the serial number of a device of the type you are upgrading in order to obtain updated images for that type of device. For example, to obtain updated Summit X650 software, you need to provide the serial number of one of the Summit X650 switches in your network prior to downloading the software. After you do this, the updated Summit X650 software can be downloaded from Extreme, and you can use it to upgrade any of the Summit X650 switches in your network. For chassis devices, you provide the serial number of a Management Module or I/O Module.

Once you have provided the serial number for the device, you can download subsequent image updates for that type of device without having to enter the serial number again.

If you have not yet provided eSupport with a serial number for the device type you are upgrading, you may see the following window when you attempt to download a new image using Firmware Manager:

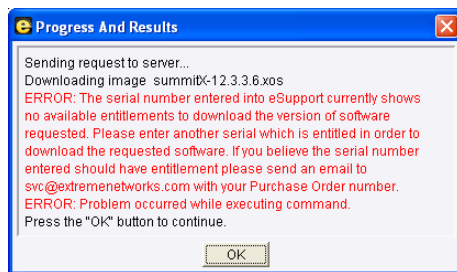
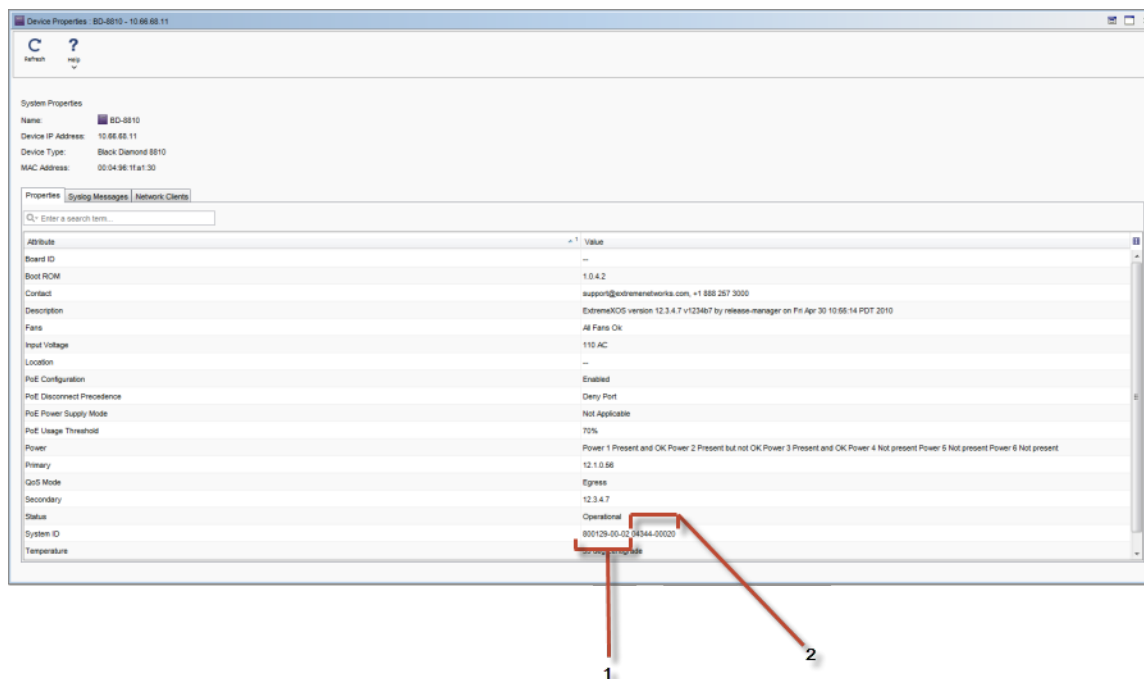


Figure 1: Progress and Results Window Showing Unsuccessful Image Download

To obtain the new images, you need to supply the serial numbers for the type of device you want to upgrade to Extreme Networks eSupport (see [Determining Device Serial Numbers](#) on page 12). After you do this, the software images download normally.

Determining Device Serial Numbers

The serial number for a device appears in the **Device Properties** window. To display this window, in the navigation pane, click Main View or the device group that has the desired device, select the device by clicking its check box, and then click **Properties**. The device serial number appears in the **System ID** field, as shown in the following figure.



1—Chassis part number

2—Device serial number

Figure 2: Location of Serial Number in the Device Properties Window

You can also find device serial numbers through Ridgeline reports. To find serial numbers:

- 1 In the navigation pane, click **Reports**.
- 2 Click **Devices > Device Inventory** (see [Figure 3: Device Details Report](#) on page 13).
- 3 Click a device under **Devices by Type** to display the **Card Summary Report**. The device serial number is the second numeric string that appears under **Serial Number** (see [Figure 4: All Cards Card Summary Report](#) on page 13).



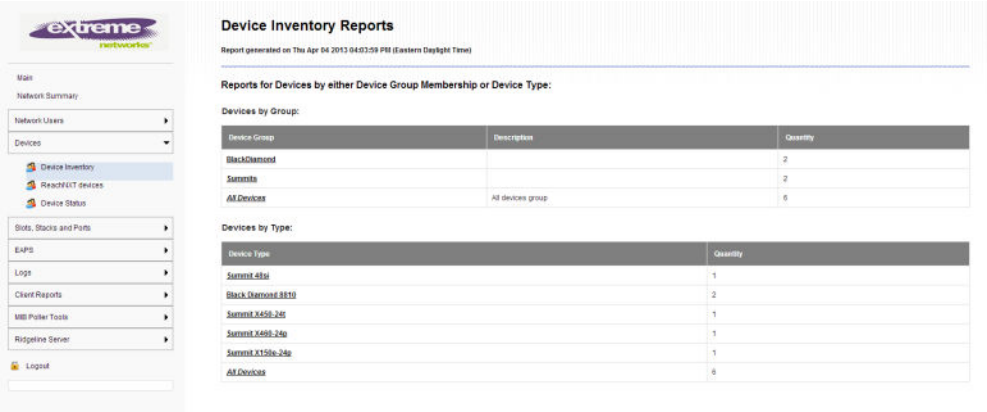
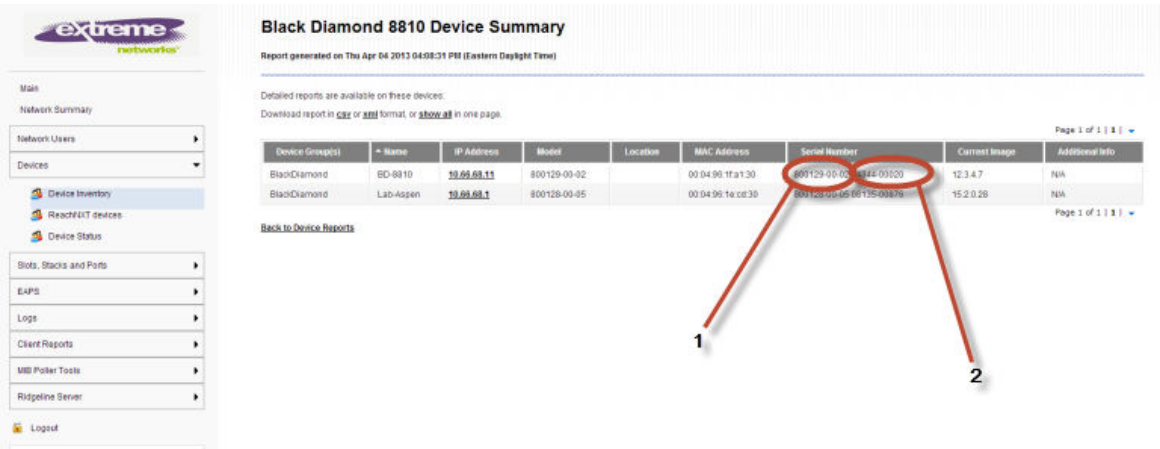


Figure 3: Device Details Report



1—Chassis part number

2—Device serial number

Figure 4: All Cards Card Summary Report

Providing Serial Numbers to Extreme Networks eSupport

To provide serial numbers to Extreme Networks eSupport:



- 1 Go to www.extremenetworks.com/go/esupport.htm and log on to the eSupport page with your eSupport user ID and password.



Figure 5: eSupport Log on Page

- 2 Click Download Software Updates (see the following figure).

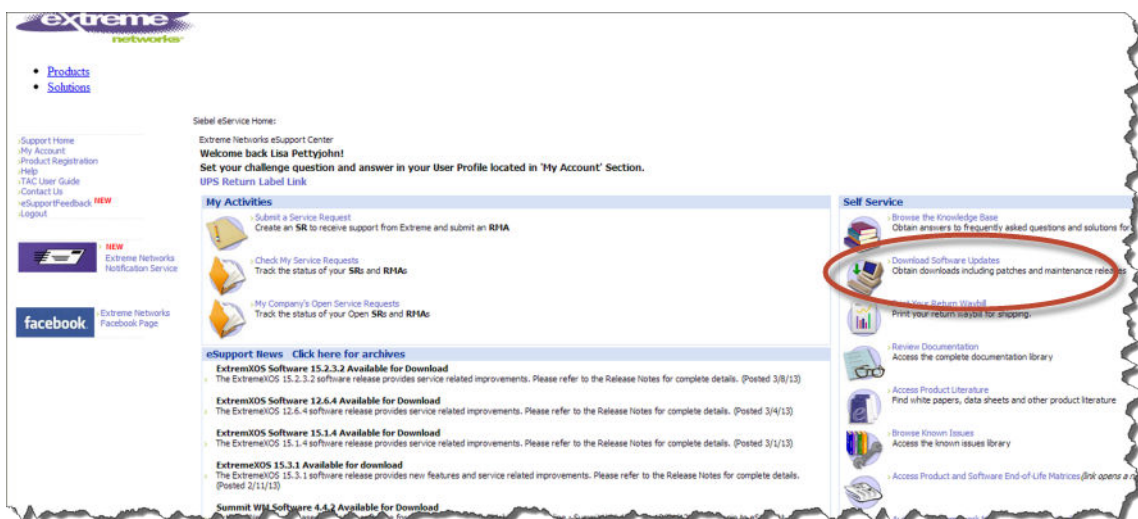


Figure 6: Download Software Updates Link on eSupport Page



- 3 In the **Serial #** box, type the serial number of the device or module, and then click **Software Downloads**.

**Note**

For chassis devices, you must provide the serial number of a Management Module or I/O Module.

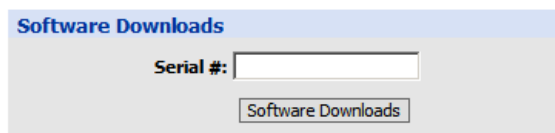


Figure 7: Serial Number Entry Box

**Note**

If you are upgrading SSH on a switch, you must do this operation for each Ridgeline switch.

- 4 Accept the terms of the software license agreement and click **Submit**.

Export Restrictions and Terms

- * A: ☒ We Agree that we will not download or otherwise export or re-export nor transfer Extreme products, hardware, software, or technology, directly or indirectly, to the embargoed countries nor to citizens, nationals or residents of those countries nor to any other unauthorized parties: Cuba, Iran, North Korea, Sudan, Syria.
- * B: ☒ We Agree to not export nor re-export Extreme products, hardware, software or technology to entities on the most current U.S. and foreign export exclusion lists or to any country subject to U.S. embargo or terrorist controls as specified in the U.S. Export Administration Regulations.
- * C: ☒ We Agree to not use Extreme products, hardware, software or technology for any purposes prohibited by United States law, including, without limitation, for the development, design, manufacture or production of nuclear, chemical or biological weapons of mass destruction.

EXTREME NETWORKS, INC.

END USER LICENSE AGREEMENT

License Terms: NOTICE TO ALL USERS: PLEASE READ THIS CONTRACT CAREFULLY. BY CLICKING THE ACCEPT BUTTON OR INSTALLING THE SOFTWARE, YOU AGREE THAT THIS AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN CONTRACT SIGNED BY YOU AND EXTREME NETWORKS, INC. ("EXTREME NETWORKS"). IF YOU DO NOT AGREE TO ALL THE TERMS OF THIS AGREEMENT, DO NOT INSTALL OR USE THE SOFTWARE, AND RETURN IT TO THE SELLER FOR A REFUND OR CREDIT.

☒ I have read and accept the terms of the Software License Agreement.

Figure 8: Software License Agreement

A table of the software versions available for the device appears. If the device is under a service contract, all software versions appear; otherwise, only software versions available for the 90-day warranty period appear. For example:

Downloads 1 - 7 of 7	
Release Name	Available Downloads
ExtremeXOS 12.2.1	4 files
ExtremeXOS 12.1.1	3 files
ExtremeXOS 12.0.1	5 files
ExtremeXOS 11.6.5	4 files
ExtremeXOS 11.6.4	4 files
ExtremeXOS 11.6.3	3 files
ExtremeXOS 11.4.4	6 files

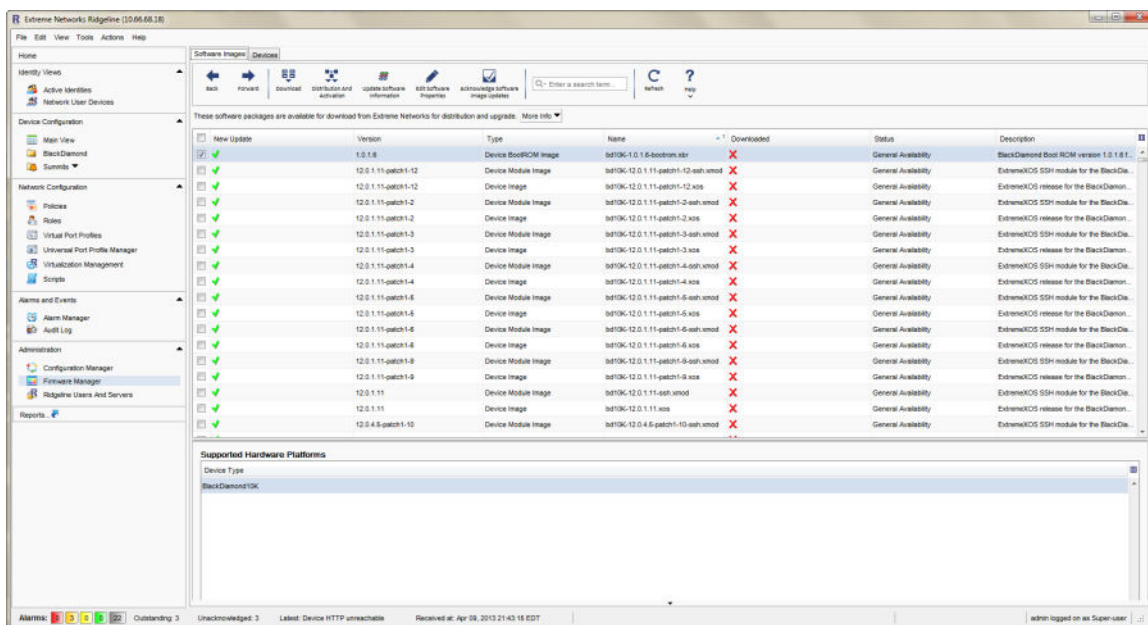
1 - 7 of 7

Figure 9: List of Available Software Versions for a Device



- In the Ridgeline Firmware Manager, select one of the software versions listed in the eSupport table. When you do this, the software image is downloaded to the Ridgeline server.

Figure 10: Downloading a Selected Software Image to the Ridgeline Server



3 Installing the Ridgeline 4.0 Server

Installation Overview

Installing the Ridgeline Server

Adding or Upgrading License Keys

Starting and Stopping the Ridgeline Server

Configuring the Ridgeline Server for NATed Client Connections

Installing Ridgeline on a Multi-homed Server

Installing Alternative Viewers and Difference Viewers

Enabling SSH for Secure Communications

Uninstalling the Ridgeline Server Software

This chapter describes how to install or upgrade the Ridgeline 4.0 server software on Windows and Linux.



Caution

If you are running an evaluation version of the Ridgeline 4.0 software, *and* you want to retain the information in your Ridgeline database, **DO NOT REINSTALL** the Ridgeline software to upgrade to a permanent license.

Installation Overview

You can install the Ridgeline server in the following environments:

- Microsoft Windows Vista, Windows XP Professional with SP1 or later, Windows 2003 server, Windows 2008 server, or Windows 7 (Ridgeline 32-bit version only) running on an Intel Pentium-compatible CPU
- Red Hat Enterprise Linux Version 5

For memory, CPU, disk and other requirements, see [System Requirements](#).

To install the Ridgeline server you need the following information:

- The HTTP port for communication with Ridgeline clients (default is 8080)
- A license key (see [Obtaining a License Key for the Ridgeline Server](#))



Note

Prior to installing Ridgeline, make sure that the system where you are installing the software is DNS-resolvable and accessible both by IP address and by hostname from all machines where the Ridgeline client is started. If it is not, add an entry for the system in the local DNS server or the hosts file on the client machines.

Ridgeline 4.0 Device Inventory Limit

Ridgeline 4.0 permits you to manage a maximum of 300 devices in inventory.

This could be significant if you are upgrading from a previous version of Ridgeline (earlier versions of Ridgeline supported more devices). To avoid problems when installing, you are advised to do one of the following:

- Reduce your inventory of managed devices to 300, or fewer, prior to upgrading.
- Choose not to migrate your database when performing the upgrade installation. After the upgrade installation, you will need to re-create an inventory by discovering or adding devices (for information about discovering and adding devices, see the *Ridgeline Reference Guide*.)

Retaining the Database when Reinstalling Ridgeline



Caution

If you are running an evaluation version of the Ridgeline 4.0 software, *and* you want to retain the information in your Ridgeline database, *DO NOT REINSTALL* the Ridgeline software to upgrade to a permanent license.

Reinstalling Ridgeline reinitializes the database, which erases all information in the database. To update an evaluation copy of the Ridgeline server to a licensed copy without reinitializing the database, see [Adding or Upgrading a License Key](#).

User Permissions

To install the Ridgeline software components as services under Microsoft Windows as daemons under Linux, you must have administrator privileges on that system.

Local Name Resolution for the Server

The system on which Ridgeline is installed must be able to resolve both its own local name and its domain name. For example if you install Ridgeline on a system named **system1**, then it must be able to resolve both **system1** and its domain name, such as **system1.company.com**. You can test for this by attempting to ping the system using both the local name and the domain name. If there are problems resolving either of these names, make sure the **hosts** file contains the correct information.

Setting the Run Level for Linux

On Linux systems, for the Ridgeline database and server components to start automatically when starting the system, the run level on the server must be set to 5.



Installing the Ridgeline Server



Caution

If you have a previous version of Ridgeline with an inventory of *managed devices that exceeds 300*, see [Ridgeline 4.0 Device Inventory Limit](#) for important information before installing Ridgeline 4.0.

To install the Ridgeline server:

- 1 Download the Ridgeline software from the Extreme Networks eSupport software download page (www.extremenetworks.com/services/software-updates-archives.aspx).
- 2 Extract the contents of the zip or tar file into a temporary directory, if necessary.
- 3 To start the installation, double-click the Ridgeline installer executable that you downloaded. The **Ridgeline 4.0 installation welcome** dialog box appears (see the following figure).

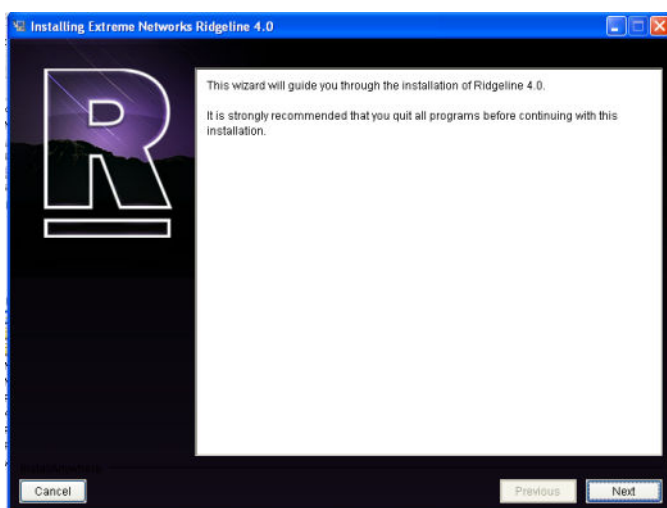


Figure 11: Ridgeline 4.0 Installation Welcome Dialog Box



- 4 Click **Next**. The Ridgeline 4.0 license agreement dialog box appears (see the following figure)

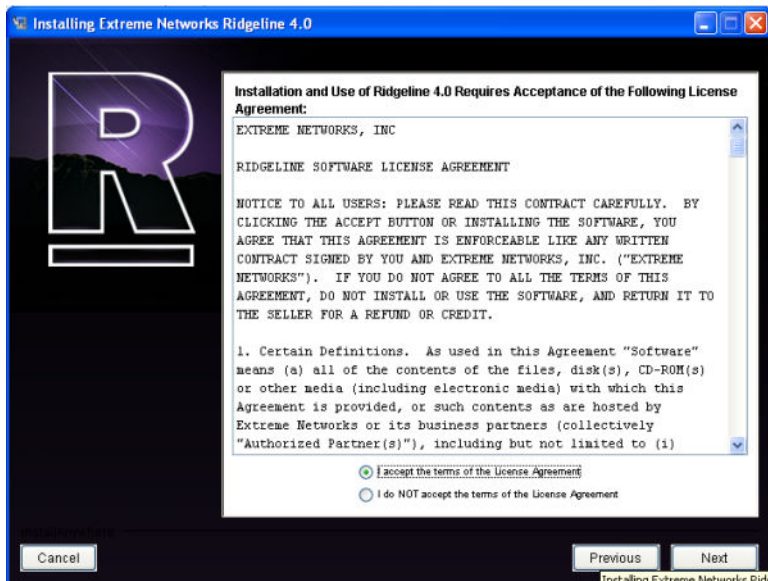


Figure 12: Ridgeline 4.0 License Agreement Dialog Box

- 5 After you read the agreement, click **I accept the terms of the License Agreement** to consent, and then click **Next**. The Ridgeline 4.0 installation settings dialog box appears (see the following figure)

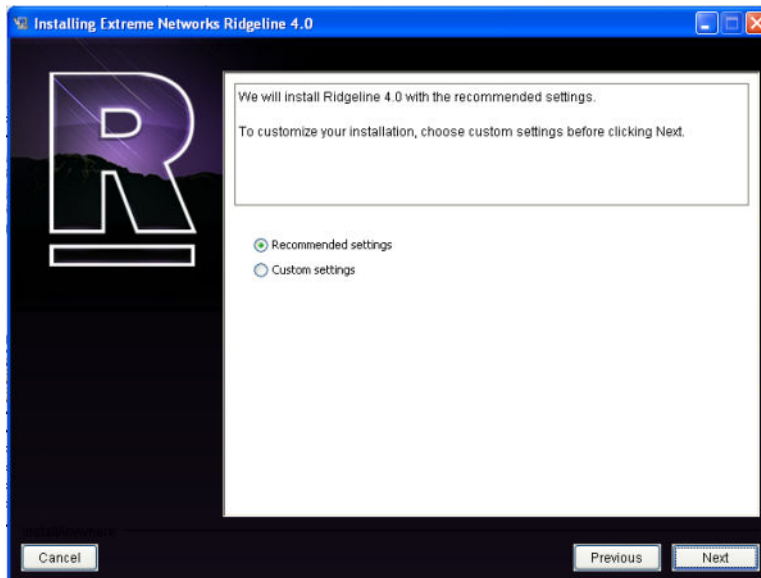


Figure 13: Ridgeline 4.0 Installation Settings Dialog Box

- 6 If you select **Recommended settings**, the default installation directories are:
- For Windows: C:\ Program Files\Extreme Networks\Ridgeline 4.0
 - For Linux: /opt/ExtremeNetworks/Ridgeline4.0

If you select **Custom settings**, the installation process proceeds to [Choosing Custom Ridgeline Installation Settings](#).



- 7 Click **Next**. The **Ridgeline 4.0 installation client IP address** dialog box appears (see the following figure).

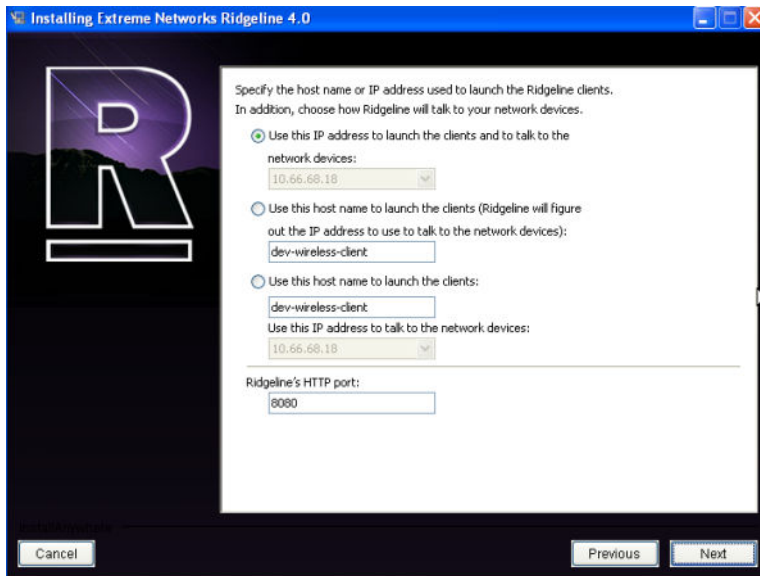


Figure 14: Ridgeline 4.0 Installation Client IP Address Dialog Box

- **Use this IP address to launch the clients and to talk to the network devices**

Select an IP address from the list. The list shows the IP address for each interface on the host. With this choice Ridgeline uses a single interface to communicate with both network clients and network devices.

- **Use this host name to launch the clients (Ridgeline will figure out the IP address to use to talk to the network devices)**

The server host name appears. When you choose this option, Ridgeline clients communicate with the Ridgeline server using the host name, and Ridgeline determines the interface to use when talking to network devices

- **Use this host name to start the clients and this IP address when talking to network devices**

The server host name appears, along with a list to select an IP address. This option only appears on hosts with multiple network interfaces.

- 8 Type the HTTP port that clients should use when connecting to Ridgeline in the **Ridgeline's HTTP port** box. The Ridgeline default HTTP port is 8080.



- 9 Click **Next**. The **Ridgeline 4.0 installation database migration decision** dialog box appears (see the following figure).

**Caution**

If you have a previous version of Ridgeline with an inventory of *managed devices that exceeds 300*, see [Ridgeline 4.0 Device Inventory Limit](#) for important information before migrating your database.

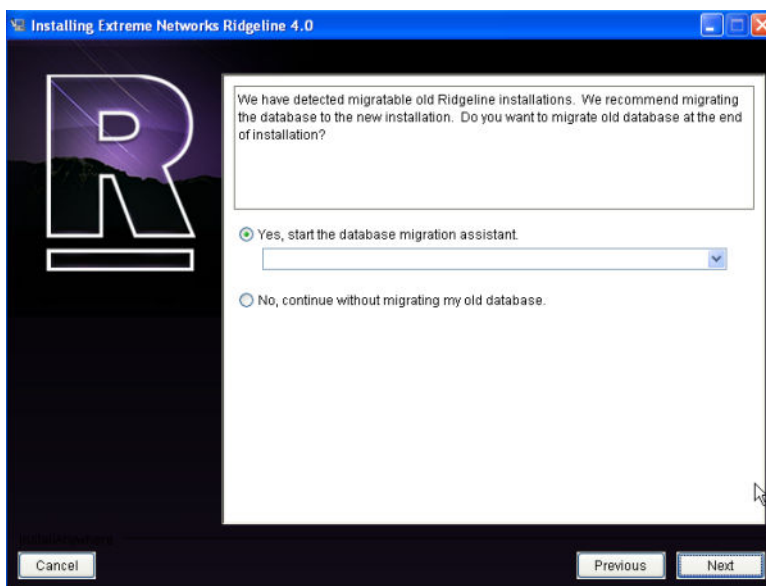


Figure 15: Ridgeline 4.0 Installation Database Migration Decision Dialog Box

- 10 Select either:
- **Yes, start the database migration assistant.**—Migrates your database of information about your inventory of devices (see Step 13). In the list, select the Ridgeline release from which you want to migrate the data to the Ridgeline 4.0 installation.
 - **No, continue without migrating my old database.**—Continues the installation without migrating your database. All of your information about your inventory of devices is lost, and you will have to re-discover devices to re-build your inventory. For information about how to discover devices, see the *Ridgeline 4.0 Reference Guide*.



- 11 Click **Next**. The **Ridgeline 4.0 installation review settings** dialog box appears (see the following figure).

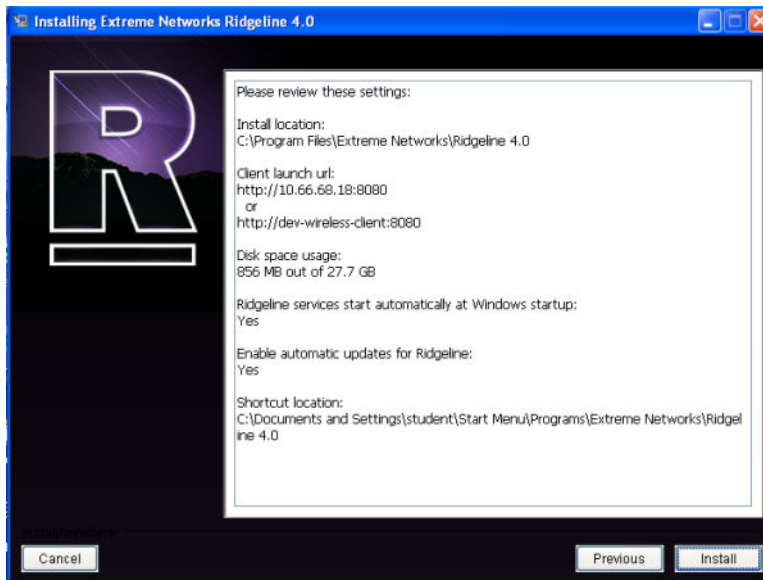


Figure 16: Ridgeline 4.0 Installation Review Settings Dialog Box



- 12 Review the settings, and then click **Install**. The **Ridgeline 4.0 installation progression** dialog box appears (see the following figure).

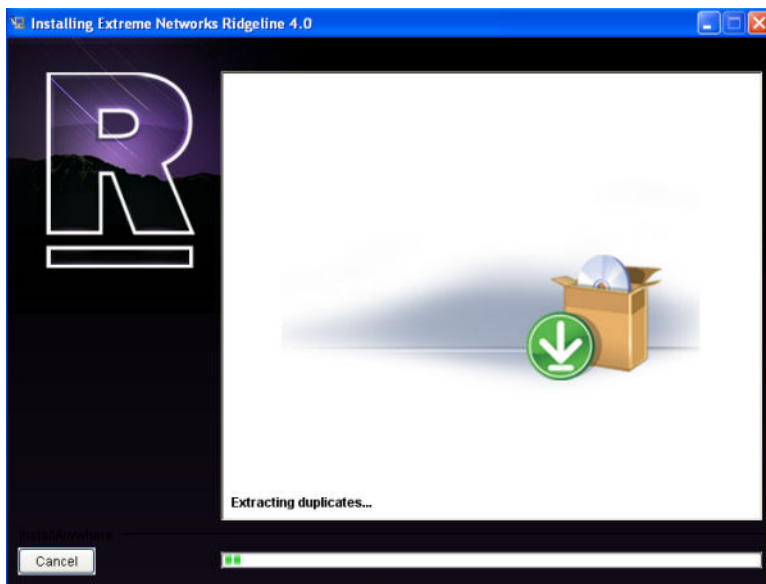


Figure 17: Ridgeline 4.0 Installation Progression Dialog Box

The Ridgeline 4.0 installation Migration Tool dialog box appears (see the following figure).

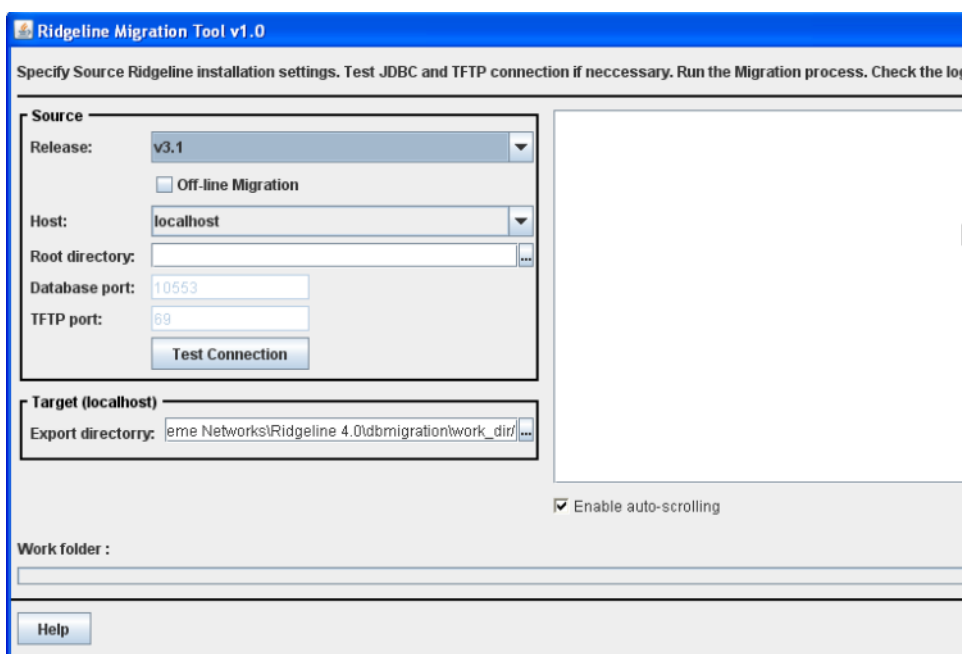


Figure 18: Ridgeline Migration Tool v1.0



- 13 In Step 10 if you chose to migrate your database, the migration tool appears. Make selections for the following (for detailed instructions about how to perform a local migration, see [Performing a Local Database Migration](#); for instruction for a remote migration, see [Performing a Remote Database Migration](#)):

Under **Source**:

- **Release**—select the release that you have currently installed
- **Off-line Migration**—For remote migrations. After exporting the data from remote source (Ridgeline 3.0 or 3.1) machine. Select this option to import data to target 4.0 release.
- **Host**—For local migrations the value is the local host. For remote migrations, specify the IP address of the remote machine.
- **Root directory**—Applicable to local migrations only. Specify the source (Ridgeline 3.0 or 3.1) installation location.
- **Database port**—Port currently used for Ridgeline database communication
- **TFTP port**—Port currently used for TFTP server communication

Test Connection—For remote migrations only. Click to test if you have already started source (Ridgeline 3.0 or 3.1) database service.

Under **Target**:

- **Export directory**—Folder where the database will be migrated to
- **Enable auto-scrolling**—Enables or disables scrolling of log in log viewer on screen.



14 Click **Start Migration**.

The following occurs while migrating the database:

- Visual C++ redistributable 2010 is installed/updated as part of PostgreSQL database server installation (Windows only)
- PostgreSQL database is installed.
- Creates and initializes Ridgeline database.
- If the migration of the database fails, installation stops and an error message appears.

The **Ridgeline 4.0 Installation Previous Ridgeline Version** dialog box appears (see the following figure).

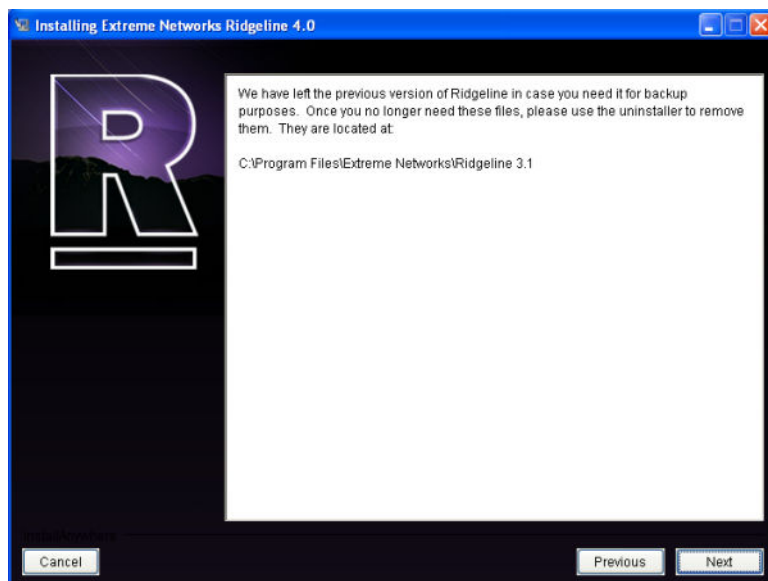


Figure 19: Ridgeline 4.0 Installation Previous Ridgeline Version Dialog Box

If a previous version of Ridgeline existed on the system, you are notified of its location and advised to removed the installation where it is no longer needed.

- 15 Click **Next**. The **Ridgeline 4.0 VM tracking feature alert** dialog box appears (see the following figure).

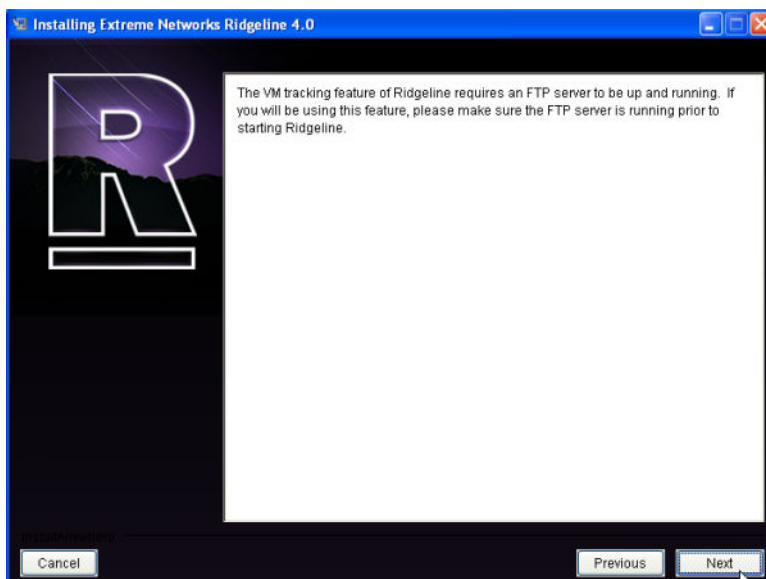


Figure 20: Ridgeline 4.0 VM Tracking Feature Alert Dialog Box

The dialog box informs you that VM tracking requires an FTP server to be running if you use this feature.

- 16 Click **Next**. The **Extreme Networks License Manager** dialog box appears (see the following figure).

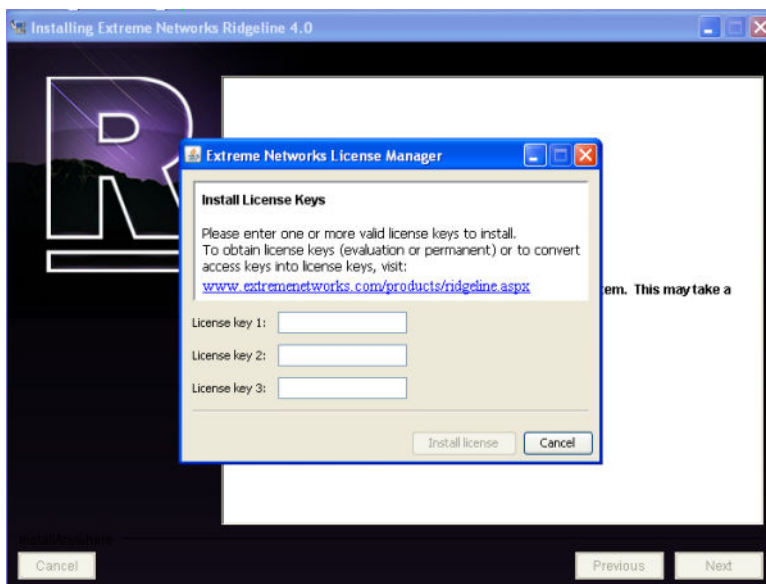


Figure 21: Extreme Networks License Manager Dialog Box

Type the 14-character license key(s) in the appropriate boxes. You can finish the installation successfully without entering any Ridgeline license keys, but you will need to add a license key by running the License Manager to enable clients to connect to the server, so that you can use the Ridgeline product. For information about how to run the License Manager to enter license keys, see [Adding or Upgrading License Keys](#).



- 17 Click **Install license** if you entered license key(s); otherwise, click **Cancel**. The **Ridgeline 4.0 installation success** dialog box appears (see the following figure).

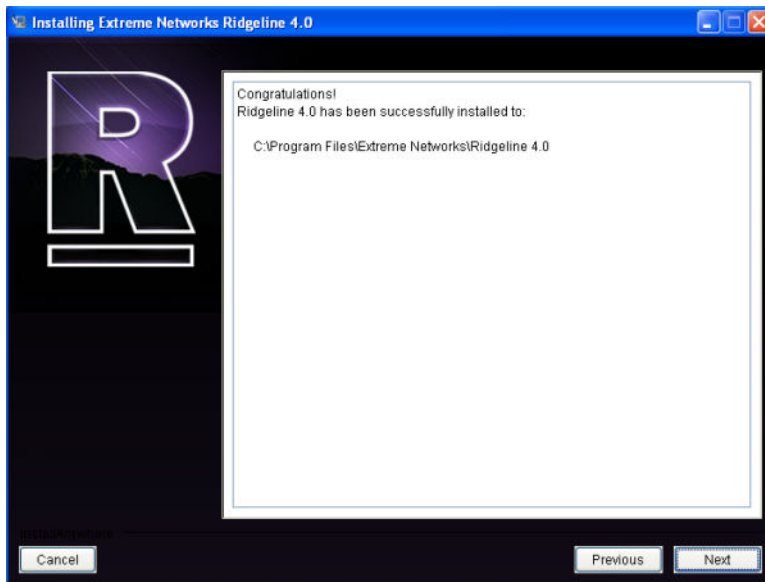


Figure 22: Ridgeline 4.0 Installation Success Dialog Box

You are informed the Ridgeline 4.0 installation was successful.



- 18 Click **Next**. The **Ridgeline 4.0 installation system restart** dialog appears (see the following figure).

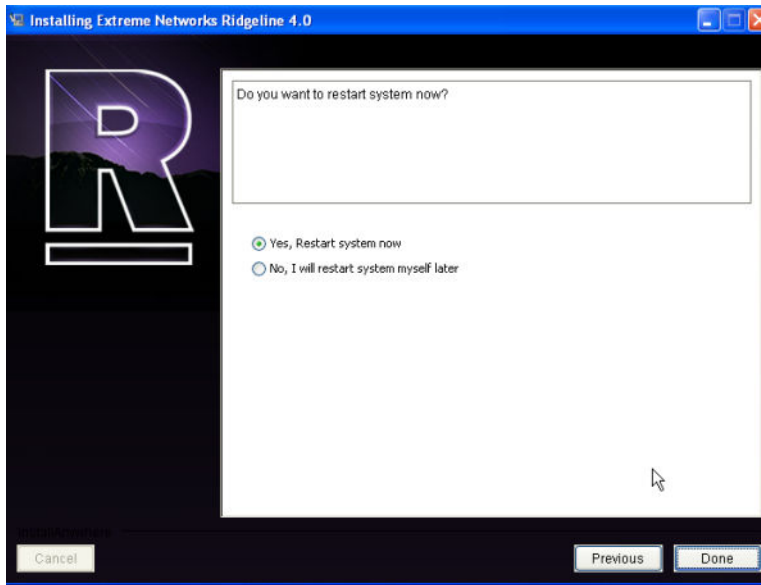


Figure 23: Ridgeline 4.0 Installation System Restart Dialog Box

Select one of the following:

- Yes, Restart system now
- No, I will restart system myself later



Caution

You must restart the computer after installing or the database service for Ridgeline 4.0 may not start. If the database service does not start, you cannot connect to Ridgeline with a client. Be sure to restart the computer on which you have just installed Ridgeline 4.0.

- 19 Click **Done**.

Choosing Custom Ridgeline Installation Settings

If you chose **Custom settings** during the Ridgeline 4.0 installation, you get to make the following additional choices about the installation:

- Where to install Ridgeline 4.0.
- Whether or not to have Ridgeline 4.0 services start automatically when Windows starts.
- Whether or not to have Ridgeline automatically search for updates and installs them on the server.

From the **Ridgeline 4.0 installation settings** dialog box (see the following figure):



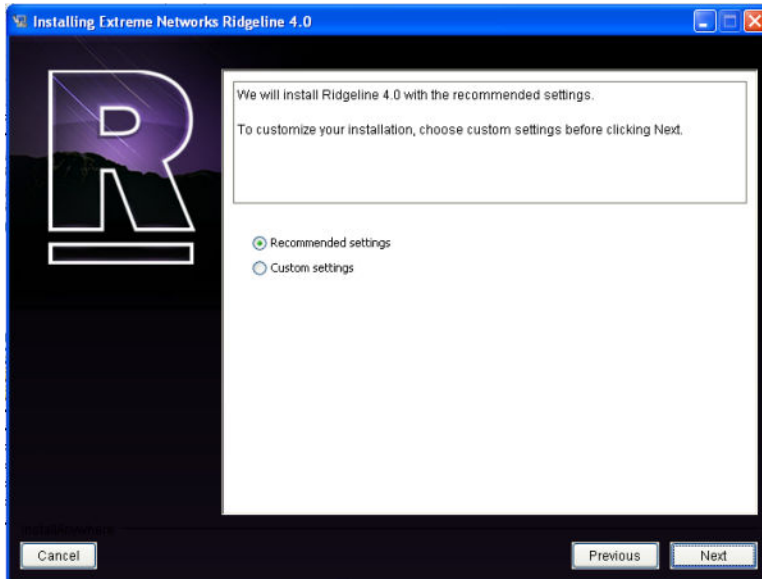


Figure 24: Ridgeline 4.0 Installation Settings Dialog Box

- 1 Click **Next**. The Ridgeline 4.0 installation destination folder dialog box appears (see the following figure).

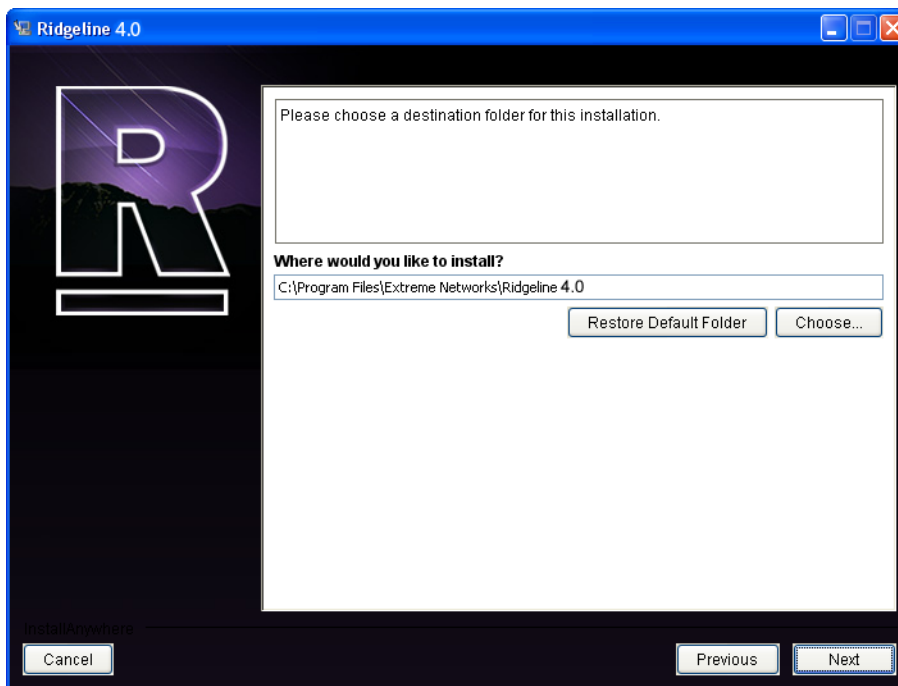


Figure 25: Ridgeline 4.0 installation destination folder Dialog Box

To set up a custom directory, type the directory path or browse to find the directory where you want to install Ridgeline 4.0.



- 2 Click **Next**. The **Ridgeline 4.0 installation Windows services start-up** dialog box appears (see the following figure).

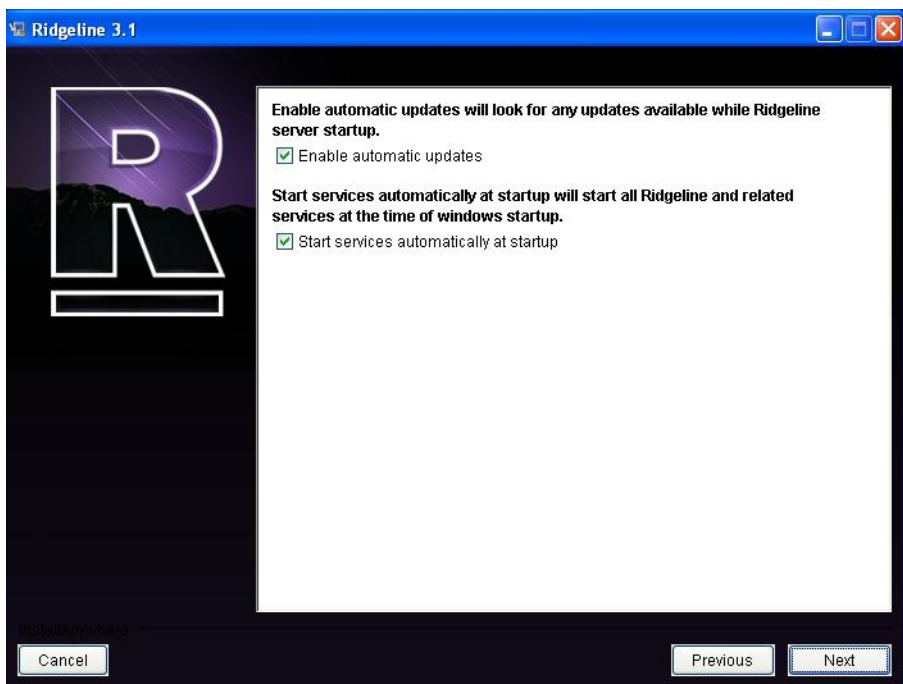


Figure 26: Ridgeline 4.0 installation Windows Services Start-up Dialog Box

- To start Ridgeline services automatically when Windows starts, select the **Start services automatically at startup** check box. This is selected by default.
 - To have Ridgeline automatically search for updates and install them on the server, select **Enable automatic updates**.
- 3 Click **Next**. Return to Step 7 of [Installing the Ridgeline Server](#).

Performing a Local Database Migration

Use local migration if the source release (either Ridgeline 3.0 or 3.1) and target release (4.0) are installed on the same machine.

- 1 Start the database migration tool.
- 2 Select the respective source release version from the **Release** list (3.0, 3.0 SP1 or 3.0 SP2).
- 3 Clear **offline migration** check box.
- 4 In the **Host** list, select **localhost**.
- 5 In the **Root Directory** list, select the source installation directory.
- 6 In the **Export directory** box, enter a location or accept the default, `\Ridgeline4.0\dbmigration\work_dir`.
- 7 Click **Start Migration**.



Performing a Remote Database Migration

Use remote migration if the source release (either Ridgeline 3.0 or 3.1) and target release (4.0) are installed on different machines.

Before migrating your database, do the following:

- Edit <40-target-installation>/dbmigration/config/dbmigration.property file and set ridgeline.check.source.version value to false.
 - Start the source database on the remote machine.
- 1 Start the database migration tool.
 - 2 Select the respective source release version from the **Release** list (3.0, 3.0 SP1 or 3.0 SP2) list for installed remote machine.
 - 3 Clear **offline migration** check box.
 - 4 Select **remotehost** from the **Host** list and specify the IP address of remote machine.
 - 5 In **Database port**, enter the database port of source installation if you have modified the default port from 10553.
 - 6 Before starting migration, ensure that source database is running by clicking **Test Connection**.
 - 7 For **Target export directory** field, enter a location, or accept the default, \Ridgeline4.0\dbmigration\work_dir.
 - 8 Click **Start Migration**.
 - 9 After the migration is complete, perform a manual copy:
 - a Copy contents of <source-installation>/migration_dump_v4.0 from remote machine to export directory specified in tool in following location <export-directory>/dump/db/native (For example: copy from (/opt/ExtremeNetworks/Ridgeline3.0/migration_dump_v4.0) to (. \Ridgeline4.0\dbmigration\work_dir\dump\db\native)
 - b For alarm migration: Copy the events.xml file from source Ridgeline installation, and then rename the file as eventOld.xml. For 3.0: <3.0_source_installation_dir>/extreme.war/events.xml and for 3.1: <3.1_source_installation_dir>/deploy/extreme.war/events.xml to <target-installation>/dbmigration/work_dir/download/ridgeline/alarm/.
 - c For config file migration: Create a directory wu9.dmp in <export-directory>/dump/file/wu 9, and then copy config files from <source-installation>/.../tftp/ridgeline/configs/*. * to <export-directory>/dump/file/wu9.dmp.
 - 10 After completing the manual copy, select **offline** check box and then click **Start Migration** again to perform import operation.

Viewing Installation Logs

After the installation is complete, details about the installation process are in a log file

Ridgeline4.0_InstallLog.log in the following locations:

- Windows: <4.0 installation directory>\Logs
- Linux: <4.0 installation directory>/Logs



Adding or Upgrading License Keys

The License Manager installs new or upgrade Ridgeline license keys. You can run the License Manager at any time after installing the Ridgeline server. Until you install a license, no client can connect to the Ridgeline server.

You can run the License Manager to:

- Install an evaluation or permanent license.
- Upgrade an evaluation license to a permanent license.
- Upgrade to control additional devices.
- Upgrade to add additional Ridgeline features (security, SSH, etc.).



Note

You must install a Base 50 license key even if you have purchased additional 50-node or 250-node license keys. The Base 50 license gives you access to the Ridgeline server; the optional upgrade licenses enable you to manage additional devices.

To install or upgrade a license:

- 1 Run the License Manager:
 - In Windows, click **Start** > **Programs** > **Extreme Networks** > **Ridgeline 4.0** > **License Manager**.
 - In Linux, go to the Ridgeline installation directory and run **LicenseManager**. By default, the Ridgeline installation directory is `/opt/ExtremeNetworks/RidgelineServiceAdvisor2.0`.

On Linux, the License Manager symbolic link is found in `/root/ExtremeNetworks/Ridgeline4.0/License Manager`.

The **Extreme Networks License Manager** dialog box appears (see the following figure).

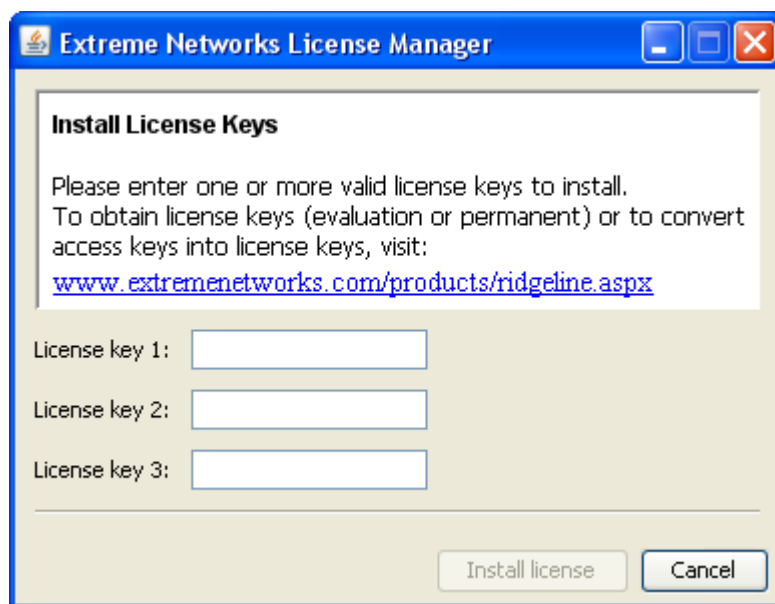


Figure 27: Extreme Networks License Manager Dialog Box



- 2 Enter the 14-character license key(s) in the appropriate box(es), and then click **Install license**.

A message appears telling you if the installation was successful or not.

Starting and Stopping the Ridgeline Server

By default, the Ridgeline server components installed as services (in Windows) or daemons (in Linux) are started automatically when you start or restart your computer.

If you elected not to restart your computer at the end of the installation process, then you must start the Ridgeline database and server manually.

In Windows, if you selected the option to start the Ridgeline server components manually, then you must start them before running Ridgeline.

Starting the Server on Windows

To *start* or *restart* the Ridgeline services manually:

- 1 Click  or  > **Control Panel**.
- 2 Double-click **Administrative Tools**, and then double-click **Services**.
- 3 Right-click **Ridgeline 4.0 Database Engine**, and then click **Start**.
- 4 Start the **Ridgeline 4.0 Server**, and then **Ridgeline 4.0 FreeRADIUS** in the same manner.

Stopping the Server on Windows

To *stop* the Ridgeline services:

- 1 Click  or  > **Control Panel**.
- 2 Double-click **Administrative Tools**, and then double-click **Services**.
- 3 Right-click **Ridgeline 4.0 Server**, and then click **Stop**.
- 4 Stop the **Ridgeline 4.0 Database Engine**, and then the **Ridgeline 4.0 FreeRADIUS Server** in the same manner.

Linux Command Summary

The following table summarizes the Linux commands for controlling Ridgeline.



Table 2: Linux Start-up and Shutdown Commands for Ridgeline 4.0

Command	Function	Usage
RidgelineDB40 start	Start RidgelineDB	None
RidgelineDB40 stop	Stop RidgelineServer if running, then stop RidgelineDB Otherwise, simply stop RidgelineDB.	Use this command only when RidgelineServer is completely shutdown. See the RidgelineServer40 status command. Although this command stops the RidgelineServer first if it is currently running, a clean RidgelineServer shutdown before the RidgelineDB shutdown cannot be assured.
RidgelineServer40 start	Start RidgelineDB first, if not running, then start RidgelineServer	RidgelineDB must be running before RidgelineServer can start.
RidgelineServer40stop	Stop RidgelineServer	Use RidgelineServer status to verify that the service is fully stopped.
RidgelineServer40status	Display RidgelineServer status	Use this command to determine whether the RidgelineServer is running, and to verify that it is completely shutdown after issuing RidgelineServer40stop.
RidgelineFreeRadius40 start	Start RidgelineFreeRadius	None
RidgelineFreeRadius40 stop	Stop RidgelineFreeRadius	None

Starting the Server on Linux

To start or restart the Ridgeline daemons manually, enter the following commands in the order shown:

```
/etc/init.d/RidgelineDB40 start
/etc/init.d/RidgelineServer40 start
/etc/init.d/RidgelineFreeRadius40 start
```

You must have administrative rights to access init.d files.

Stopping the Server on Linux

To stop the Ridgeline server, enter the following commands in the order shown:

```
/etc/init.d/RidgelineServer40 stop (stops the server daemon)
/etc/init.d/RidgelineServer40 status (repeat until Ridgeline server PID is stopped)
/etc/init.d/RidgelineDB40 stop (stops the database daemon)
/etc/init.d/RidgelineFreeRadius40 stop
```



Configuring the Ridgeline Server for NATed Client Connections

If clients are connecting to the Ridgeline server through a connection that uses Network Address Translation (NAT), configure the Ridgeline server appropriately:

- 1 Stop the Ridgeline server if it is currently running. For information about how to stop the server, see [Starting and Stopping the Ridgeline Server](#).
- 2 Start the Server Setup Utility and click **Use this host name to launch the clients**. For information about how to use the Server Setup Utility, see [Installing Ridgeline on a Multi-homed Server](#).
- 3 In Ridgeline, set the TCP port number that clients use to connect to the Ridgeline server to **56983**:
 - a In the navigation pane, click **Ridgeline Users and Servers**.
 - b Click **Ridgeline servers and users**.
 - c Click **Open Server Properties** tab.
 - d In the list, select **Other**.
 - e In the **Property Value** column for **Client Port** box, type **56983**.
 - f Click **Apply**.
- 4 On the client machine, make sure the hostname of the Ridgeline server resolves to the correct outside IP address of the server. If the server's IP address does not resolve correctly, add an entry for the server in the client's hosts file. The host file is located at:
 - For Windows: **C:\windows\system32\drivers\etc\hosts** (where C: is the drive where Windows is installed)
 - For Linux: **\etc\hosts**
- 5 Ensure that the ports used by Ridgeline are accessible through your firewall/NAT setup. The Ridgeline default ports are shown in the **ridgeline-ports.properties** file available under:
 - Windows: **\Program Files\Extreme Networks\Ridgeline4.0\ridgeline-ports.properties**.
 - Linux: **\opt\Extreme Networks\Ridgeline4.0\ridgeline-ports.properties**
- 6 Restart the Ridgeline server (see [Starting and Stopping the Ridgeline Server](#)).

Installing Ridgeline on a Multi-homed Server

A multi-homed server has more than one network interface card (NIC) installed and might be using multiple IP addresses. If you are installing Ridgeline on a multi-homed server, you must specify either the IP address or hostname that Ridgeline clients should use when communicating to the Ridgeline server. You also specify which IP address Ridgeline should use when communicating with managed devices, or simply let Ridgeline choose the IP address automatically.

Ridgeline 4.0 provides a Ridgeline Server Setup Utility that simplifies the process of configuring Ridgeline interfaces. The configuration options are:

- Select a single IP address for communication with Ridgeline clients and network devices. Other host IP addresses are unused by Ridgeline. Although this is a valid Ridgeline setting, and is presented in the setup utility, it is not useful for multi-homed systems because it only uses a single interface.
- Set a hostname that Ridgeline clients can use to communicate with the Ridgeline server, and let Ridgeline choose the IP address to communicate with network devices.
- Set a hostname that Ridgeline clients can use to communicate with Ridgeline, and specify an IP address that Ridgeline uses to communicate with network devices.



To configure Ridgeline for multi-homed servers:

- 1 Stop the Ridgeline server. See [Stopping the Server on Windows](#).
- 2 Start the Ridgeline Server Setup Utility:
 - On a Windows system, click **Start > Programs > Extreme Networks > Ridgeline4.0 > Server setup utility**.
 - On Linux, the server setup utility from symbolic link is in `/root/ExtremeNetworks/Ridgeline4.0/Server Setup Utility`.

The Ridgeline Server Setup Utility dialog box appears (see the following figure).

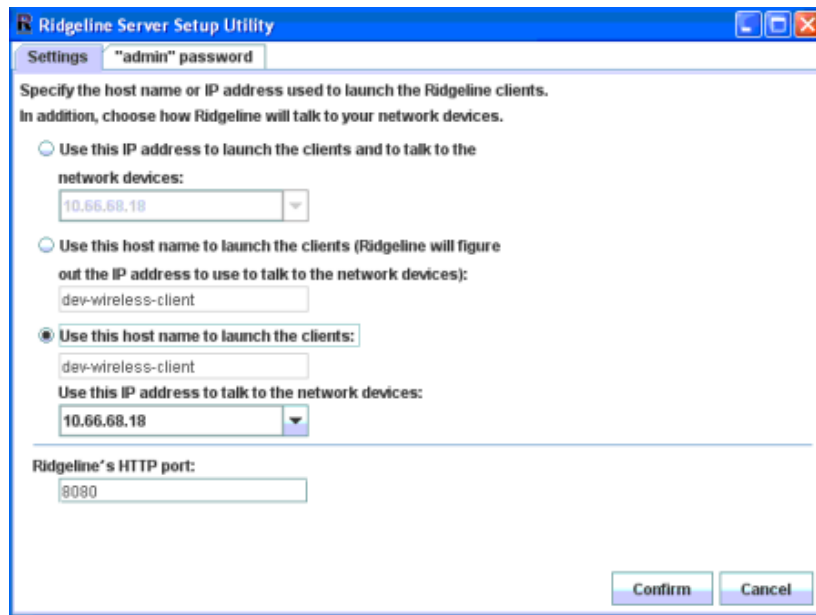


Figure 28: Ridgeline Server Setup Utility Dialog Box

- 3 Choose one of the setup options:
 - **Use this IP address to launch the clients and to talk to the network devices.** This selection is not relevant for a multi-homed system, because it only specifies a single interface for all communications.
 - **Use this host name to launch the clients.** If you choose this option, clients should use the displayed hostname to communicate with Ridgeline. Ridgeline determines which IP address to use to communicate with network devices.
 - **Use this host name to launch the clients.** If this is selected, clients should use the displayed hostname to communicate with Ridgeline, and choose an IP address from the **Use this IP address to talk to the network devices** list for network device communication.
- 4 Optionally, specify a different HTTP port in the **Ridgeline's HTTP port** box.
- 5 Click **Confirm**. A confirmation dialog box appears.
- 6 Click **OK**, and then close the setup utility.
- 7 Start the Ridgeline server (see [Starting and Stopping the Ridgeline Server](#)).



Installing Alternative Viewers and Difference Viewers

Ridgeline provides a view feature, for viewing configuration files, and a Diff feature that allows you to compare configuration files using a difference viewer. A difference viewer compares and highlights the differences between two files. The Diff feature does not work with a standard text editor.

Ridgeline provides a default viewer and differences viewer, but you can chose to install and enable a different ones.

You can use any viewer or difference viewer that is installed on the system where your Ridgeline client is running. Click **Tools > Difference Viewer Settings** to disable the default viewer or differences viewer and set the location of the alternative viewer.

For *Windows*:

- WinMerge.exe; downloadable from <http://winmerge.sourceforge.net>
- Araxis Merge; 30 day free trial evaluation downloadable from www.araxis.com

For *Linux*:

sdiff (in `/usr/bin/sdiff`) is assumed as the default Diff viewer.

Enabling SSH for Secure Communications

By default, the Ridgeline server communicates to the devices it manages using unencrypted access, and unencrypted file transfers. In addition, the communications between the Ridgeline server and its clients are also unencrypted by default.

- By installing an SSH enabling key, you can use SSH2 instead of Telnet to communicate to the devices Ridgeline manages, and securely upload and download configuration files to and from your Extreme Networks devices.
- By installing an SSH2 server co-resident with the Ridgeline server, and by installing SSH2 clients on the systems where your Ridgeline clients reside, you can use SSH2 to encrypt the communications between the Ridgeline server and Ridgeline clients. For details about setting up secure client-server communications, see the Appendix in the *Ridgeline 4.0 Reference Guide*.

There are three requirements for enabling Ridgeline to use SSH2 to communicate with the devices it manages:

- The Ridgeline SSH enabling key must be installed. Due to export restrictions, you must obtain this module from Extreme Networks. It is not included with the Ridgeline software distribution.
- Your switches must be running versions of ExtremeWare or ExtremeXOS that support SSH, and SSH must be enabled on those devices. Due to export restrictions, a special license is required.

To request versions of ExtremeWare or ExtremeXOS that support SSH, contact Extreme Networks Technical Support.

- SSH must be enabled in Ridgeline for the devices to which you want to communicate using SSH.



Note

If the SSH enabling key is not installed in the Ridgeline directory, you cannot configure SSH in Ridgeline. The relevant fields are unavailable.



The Ridgeline SSH Enabling Key

Ridgeline's SSH2 capability can be enabled by installing the Ridgeline SSH enabling key. This module must be downloaded from Extreme Networks, as it is subject to export restrictions. It is not provided with the Ridgeline software distribution.

The SSH2 capability uses strong encryption, so prior to downloading the enabler module you must provide certain information to Extreme Networks to confirm compliance with the export regulations administered by the Bureau of Industry and Security under the U.S. Department of Commerce.

To obtain the SSH enabling key, fill out the End-User Certification Form at:

www.extremenetworks.com/apps/EPICenter/ssh.asp.

- After you submit the form, Extreme Networks performs a review and responds to you, generally within two business days.
- If the information you provided conforms to the applicable export regulations, you receive an e-mail with the information needed to obtain the SSH enabling key file. Unzip and place the SSH enabling key file in your existing Ridgeline installation directory to unlock the Ridgeline SSH2 features.



Note

The file **ssh-enabler** must be installed without a file extension.

- If the information you provided does not conform to the export regulations, you will receive an e-mail indicating a denial of acceptance.

The SSH enabling key must be placed in the top-level Ridgeline installation directory (by default **\Program Files\Extreme Networks\Ridgeline 4.0** in Windows, or **/opt/ExtremeNetworks/Ridgeline40** under Linux).

Uninstalling the Ridgeline Server Software

The following sections describe how to uninstall the Ridgeline server software.

For information on uninstalling a service pack patch to revert to your previously installed version of Ridgeline software, see [Uninstalling a Service Pack on Windows Systems](#) or [Uninstalling a Service Pack on Linux Systems](#).

Uninstalling the Server on Windows

An *uninstall* utility is provided in the Windows **Start** menu. This utility removes all the currently-installed components of the Ridgeline server. It also removes some of the supporting files, and asks about removing certain files that it detects have been modified since installation.

To uninstall Ridgeline server components:

- 1 Shut down the Ridgeline server components if they are still running (see [Stopping the Server on Window](#)).



- 2 Exit all clients.
- 3 Click **Start > Programs > Extreme Networks > Ridgeline 4.0 > Uninstall** to start the uninstall process. The **Uninstall Ridgeline 4.0 start** dialog box appears (see the following figure).

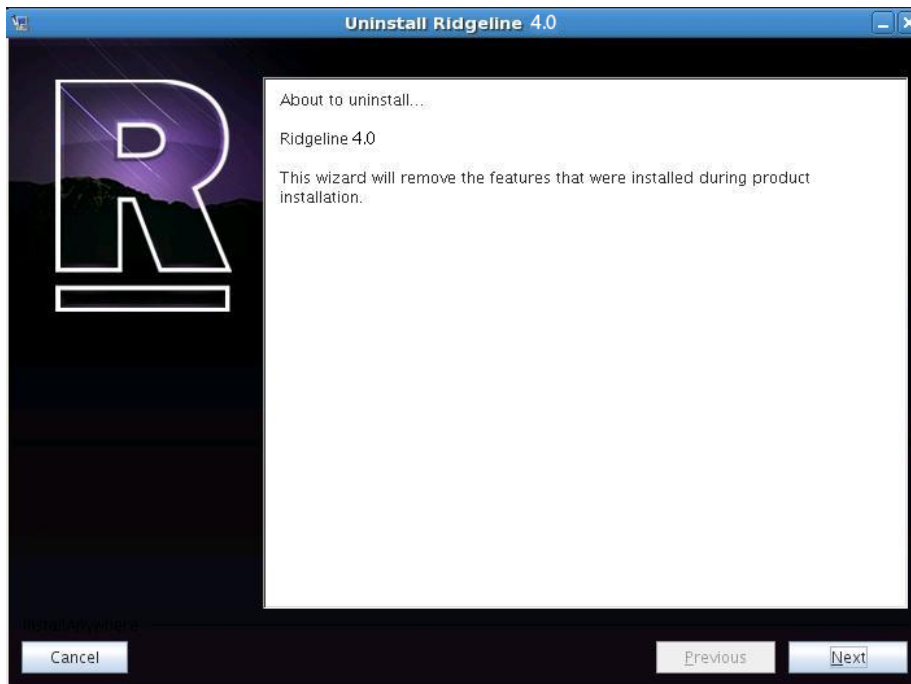


Figure 29: Uninstall Ridgeline 4.0 Start Dialog Box

- 4 Click **Next**. The **Ridgeline 4.0 uninstall options** dialog appears (see the following figure).

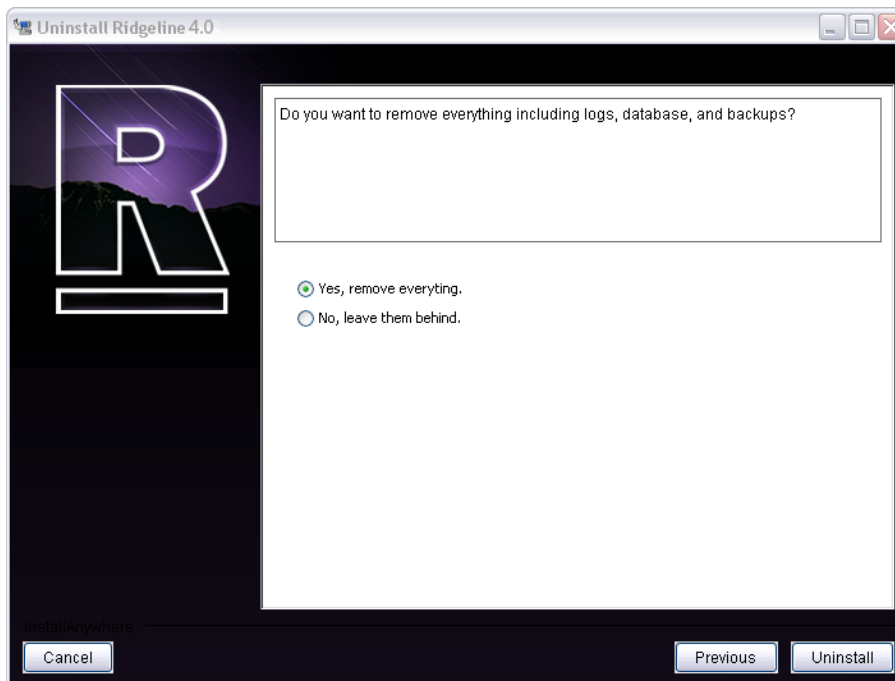


Figure 30: Ridgeline 4.0 Uninstall Options Dialog Box



- 5 You are asked if you want to remove logs, database, and backups. Chose one of the following:
 - **Yes, remove everything**—Removes the program and all data.
 - **No, leave them behind**—Removes the program, but not the data components (logs, databases, and backups).
- 6 Click **Uninstall**. The uninstall process begins. The **Ridgeline 4.0 uninstall progress** dialog box appears showing the progress (see the following figure).

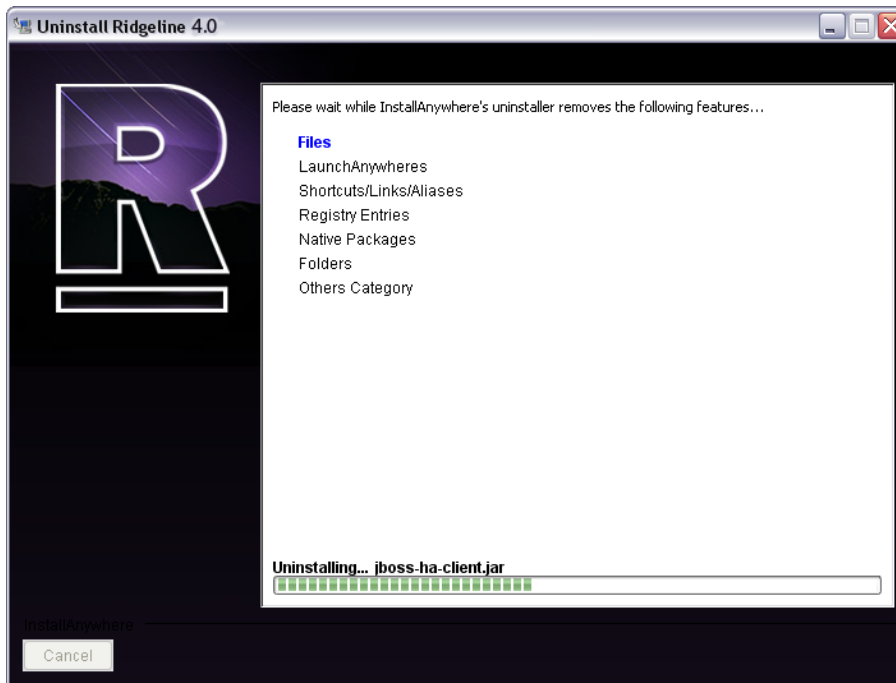


Figure 31: Ridgeline 4.0 Uninstall Progress Dialog Box

When the process completes, you are informed that the uninstall was successful. You can choose to restart your system immediately or manually restart the system at a later time.

- 7 Click your choice, and then click **Done**. If you choose **Yes, restart my system**, the system immediately shuts down, and then restarts.
- 8 If the uninstall process cannot remove Ridgeline items, these items are listed in the **Ridgeline 4.0 un-removed items** dialog box (see the following figure).



- 9 Click **Done**.

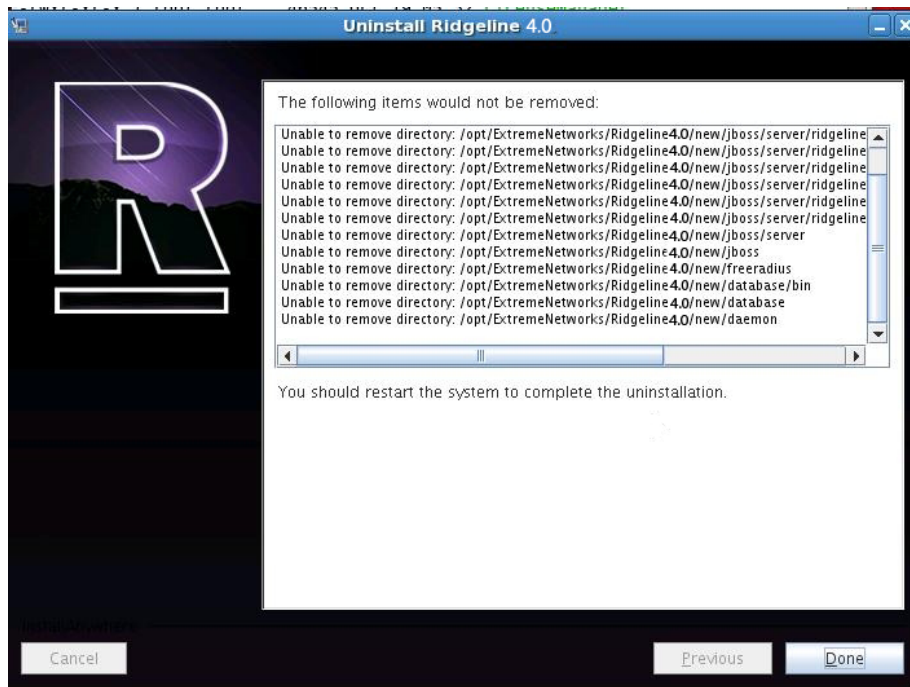


Figure 32: Ridgeline 4.0 Un-removed Items Dialog Box

Uninstalling the Server on Linux

To remove the Ridgeline server software:

- 1 Stop the Ridgeline server components if they are running. See [Stopping the Server on Linux](#).
- 2 Exit all clients.
- 3 On Linux, the uninstall wizard has a symbolic link in `root/ExtremeNetworks/Ridgeline4.0/Uninstall Ridgeline 4.0`
- 4 Follow the onscreen instructions to uninstall the software.

If you plan to re-install the Ridgeline server, you should restart your system before you attempt to re-install.

The Ridgeline software is now completely uninstalled.

After the uninstall is complete, details about the uninstall process are contained in log files on the operating system desktop.



4 Starting the Ridgeline 4.0 Client

About the Client Initialization Process

Starting the Client Program

Disabling Installation of Desktop Shortcuts

Configuring the Firefox Browser for the Java Plug-In

This chapter describes how to connect to the Ridgeline 4.0 server and start the Ridgeline 4.0 client software.

About the Client Initialization Process

The Ridgeline client initialization process uses *Java Web Start* technology. Java Web Start allows you to obtain files necessary to run the Ridgeline client directly from the Ridgeline server by pointing a browser to the Ridgeline server and clicking a hyperlink. Ridgeline client software downloads and installs automatically on the client system.

Each time you start the client, Ridgeline checks whether you have the most current software version. If you do not, Ridgeline automatically updates the client files on your system.

Client initialization using Java Web Start requires that the client system have a certain version of the Java plug-in installed. If the client system does not have this required Java version, then you are directed to a location where you can download the correct version.

Starting the Client Program

For system requirements for the Ridgeline client, see [The Ridgeline Client](#).



Note

There is no separate installation for the client. When you start the client, any software updates are downloaded from the server and installed automatically.

To start the client, you need the following information:

- The name or IP address of the Ridgeline server.
- The HTTP port that the client uses to communicate with the server (the default is 8080). This is the HTTP port that you entered when you installed the Ridgeline server.

To start the Ridgeline client:

- 1 Start your web browser.

- 2 Enter the URL for your Ridgeline server, in the form:

`http://<host>:<port>/`

Replace `<host>` with the name or IP address of the system where the Ridgeline server is running. Replace `<port>` with the HTTP port number that you assigned to the Ridgeline web server during installation.



Note

If you configured your Ridgeline server to use the default web server port 80, you do not need to include the port number. However, the port used by Ridgeline is 8080 by default, so in most cases you do need to include the port.

The Ridgeline Welcome page appears (see the following figure).

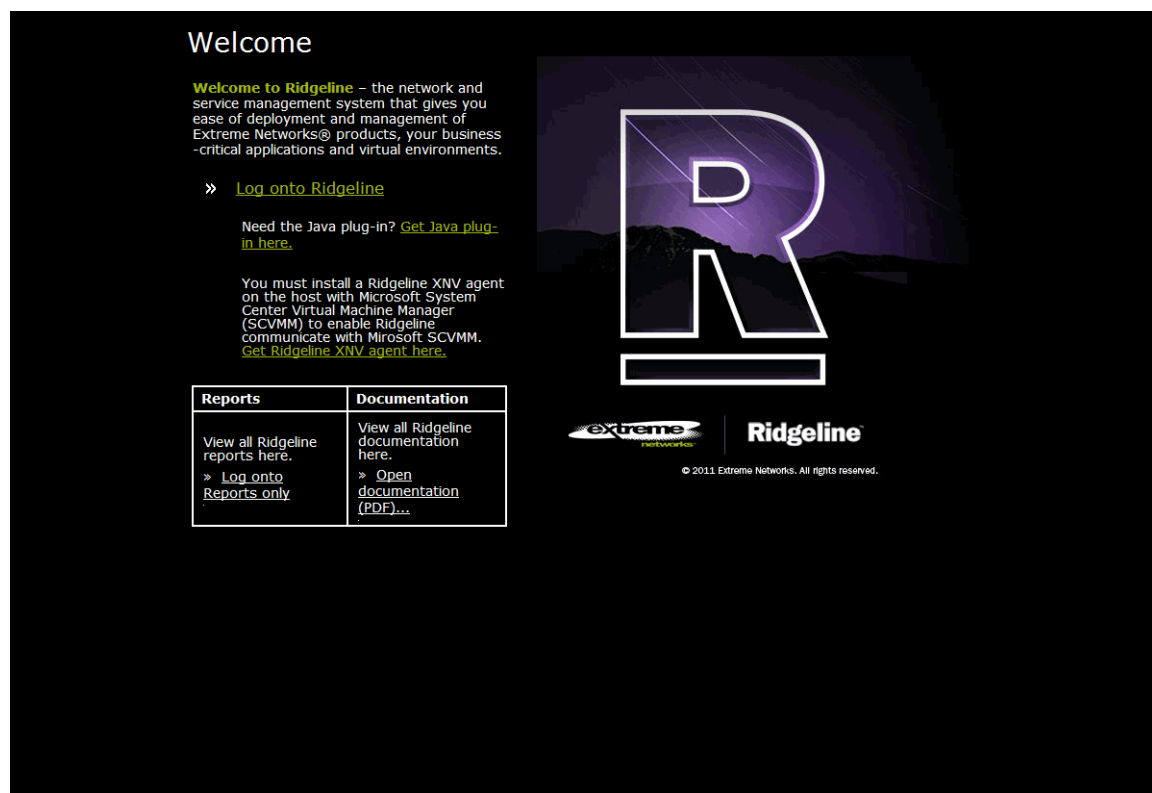


Figure 33: Ridgeline Welcome Page

- 3 Click **Log onto Ridgeline**.
- 4 Ridgeline checks if your system is running the correct version of the Java plug-in. If you are not running the correct version, you are directed to a page where you can download the correct version.

If you are running the correct version of the Java plug-in, the Ridgeline client software is downloaded from the Ridgeline server and installed on the local system.



- 5 (Optional) If you are planning to manage the virtual machines present in the Microsoft System Center Virtual Machine Manager (SCVMM), you must install the Ridgeline XNV agent on the SCVMM host. The prerequisites for the Ridgeline XNV agent are:

- Microsoft .Net 4.0 framework
- Microsoft Windows 2008 System Center Virtual Machine Manager 2008 R2 (SCVMM 2008 R2)
- Self-Service portal for Microsoft SCVMM 2008 R2

To download the Ridgeline XNV agent: On the Ridgeline Welcome page, click **Get Ridgeline XNV agent here**, and then follow the installation instructions for *RidgelineXNVAgentInstaller.exe*. The Ridgeline XNV agent, by default, uses port 10556 in the SCVMM host to communication with the Ridgeline Server. You are prompted to change this port during the installation of the agent if the default port 10556 is already in use.

- 6 After the software is downloaded, you are prompted whether you want to run the program. Click **Run** to continue.
- 7 The **Ridgeline Log On** screen appears (see the following figure).

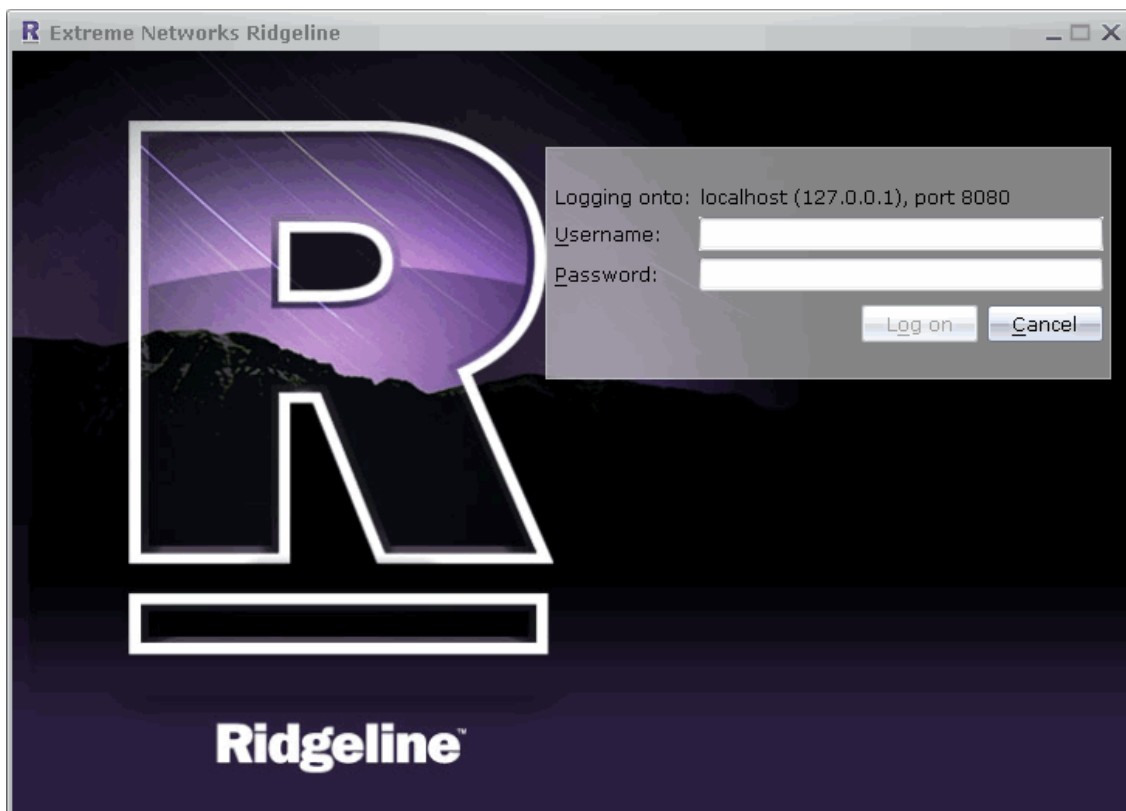


Figure 34: Ridgeline Log On Screen

- 8 If this is the first time you are logging in to Ridgeline, enter **admin** in both the **Username** and the **Password** boxes. Click **Log on** to connect to the Ridgeline server.

After a successful logon, the Ridgeline 4.0 Home screen appears. For instructions on using Ridgeline, see the *Ridgeline 4.0 Reference Guide*, or the online help.



Disabling Installation of Desktop Shortcuts

As part of the Ridgeline client initialization process, a shortcut may be installed on your desktop. The desktop shortcut allows you to start the client without having to point a browser to the server (and clicking **Log onto Ridgeline**). Installation of the desktop shortcut assumes that the Java setting for Shortcut Creation is set to the default of **Prompt user if hinted**.

You can optionally change the Shortcut Creation setting so that a shortcut is not installed with the Ridgeline client. To do this:

- 1 Click **Start > Settings > Control Panel**. The **Control Panel** appears.
- 2 Double-click the **Java** icon.
- 3 When the **Java Control Panel** dialog box appears (see the following figure), click the **Advanced** tab.

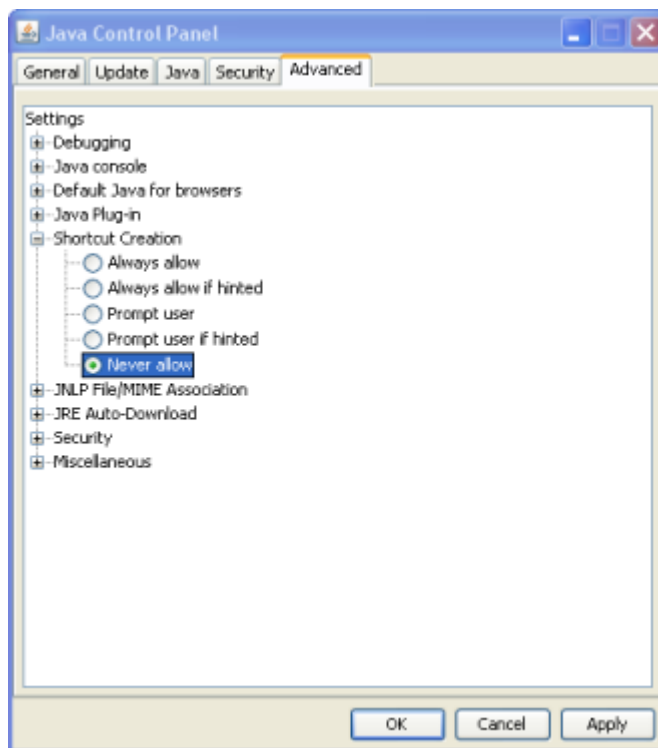


Figure 35: Modifying the Java Shortcut Creation Setting

- 4 Click the + to expand the list of items next to **Shortcut Creation**.
- 5 Select **Never allow**.
- 6 Click **OK** to apply the setting and close the **Java Control Panel** dialog box.

Configuring the Firefox Browser for the Java Plug-In

If you want to use the Mozilla Firefox browser to connect to the Ridgeline server, you must download and install the Java Runtime Environment (JRE) plug-in. Until you do this, you cannot log on to Ridgeline using Firefox.



To download and install the JRE plug-in, go to the Sun website at: www.java.com/en/download/manual.jsp

For Windows, you can download either the **Online** or **Offline** versions. For Linux, download the self-extracting file (not the RPM version).

For installation instructions, click **Instructions** next to each file's download link.



5 Upgrading the Ridgeline Software

Ridgeline Software Upgrade Overview Installing a Service Pack Release

This chapter describes how to upgrade the Ridgeline software.

Ridgeline Software Upgrade Overview

The Ridgeline software is available in the following forms. You can select which one to install based on the circumstances under which you want to upgrade:

- *Base installation.* To upgrade to a new software release, install the new version of the software after downloading it from the Extreme Networks website.

If you install the software into a different directory, the two versions can co-exist. For instruction, see [Installing the Ridgeline Server](#).

- *Service pack.* Service packs are minor releases that may add new features to Ridgeline, as well as provide fixes for known problems from previous releases. You install a service pack release over an existing base Ridgeline installation (see [Installing a Service Pack Release](#)).

If you do not already have the Ridgeline base software installed, first install the base Ridgeline software, and then install the service pack.

The following table summarizes the options for installing and upgrading the Ridgeline software.

Table 3: Ridgeline Installation and Upgrade Options

Release Type	Contents	Available Formats	When to Install	How to Install
Base Ridgeline installation	Major Ridgeline software release	Large file downloadable from the Extreme Networks website	You want to perform a fresh Ridgeline installation/upgrade to a new major release.	See Installing the Ridgeline Server .
Service pack	New features and software fixes	Smaller file that installs on top of an existing Ridgeline base installation and integrates the service pack features and fixes into the existing installation.	You already have a base Ridgeline software release installed and you want to install the service pack features and fixes.	See Installing a Service Pack Release .

Installing a Service Pack Release

Occasionally, Extreme Networks releases updates to the current Ridgeline software with service packs. Service packs are minor releases that provide fixes for known problems from previous releases.

Service packs can only be installed on their applicable base version of Ridgeline. You cannot install a service pack meant for a certain base version of Ridgeline on another base version. You must first install the required base version. Follow the installation instructions under [Installing the Ridgeline Server](#) on page 20.



Note

You cannot upgrade a Ridgeline beta release using this procedure. Uninstall the beta release, and then install the full Ridgeline release.



Caution

Back up your Ridgeline database before installing a service pack. If you need to uninstall the service pack and revert to the previous release, you need to restore the database as it was prior to the upgrade. Migrating the database is not supported in a service pack release. You must first migrate the database to a major release before installing the service pack.

To upgrade to a Ridgeline service pack release:

- 1 Install the base version of the Ridgeline software (if it is not already installed). See [Installing the Ridgeline Server](#).
- 2 Install the Ridgeline service pack. See either [Installing a Service Pack on Windows Systems](#) or [Installing a Service Pack on Linux Systems](#).

Installing a Service Pack on Windows Systems

To install a service pack on a Windows system:

- 1 Download the Ridgeline service pack from the Extreme Networks eSupport software download page (www.extremenetworks.com/services/software-updates-archives.aspx), and then extract the contents of the zip file to a temporary directory.
The files are extracted to a folder named **sp <n> win <v> / patch <n>** (where <n> = service pack number, and <v> = version of Windows, either 32 or 64).
- 2 Exit all Ridgeline clients.
- 3 Stop Ridgeline services (the server and database engine), if still running (see [Stopping the Server on Windows](#)).
- 4 Back up your database.
- 5 Double-click **Ridgeline_<v>_SP<n>_Installer.exe** (where <v> = Ridgeline software version; and <n> = service pack number).

If a current base version of Ridgeline is not present, the following message appears: "We are not able to continue because Ridgeline is not installed."



- 6 Click **Next**. The **Ridgeline installation welcome** dialog box appears (see the following figure). Exit all programs before continuing to install the software.

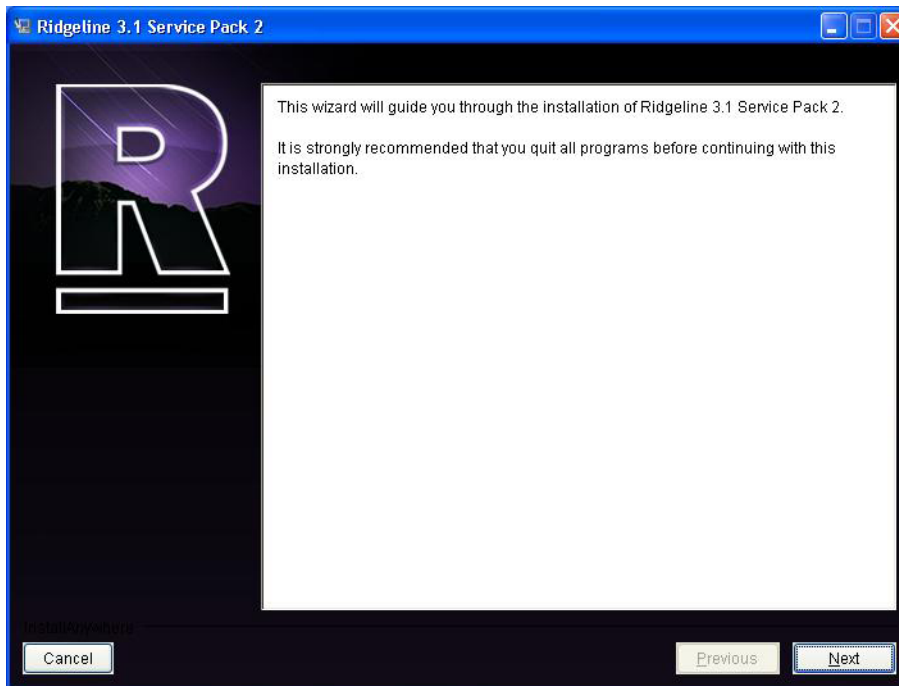


Figure 36: Ridgeline Installation Welcome Dialog Box

- 7 Click **Next**.

The **Ridgeline software license agreement** dialog box appears (see the following figure).

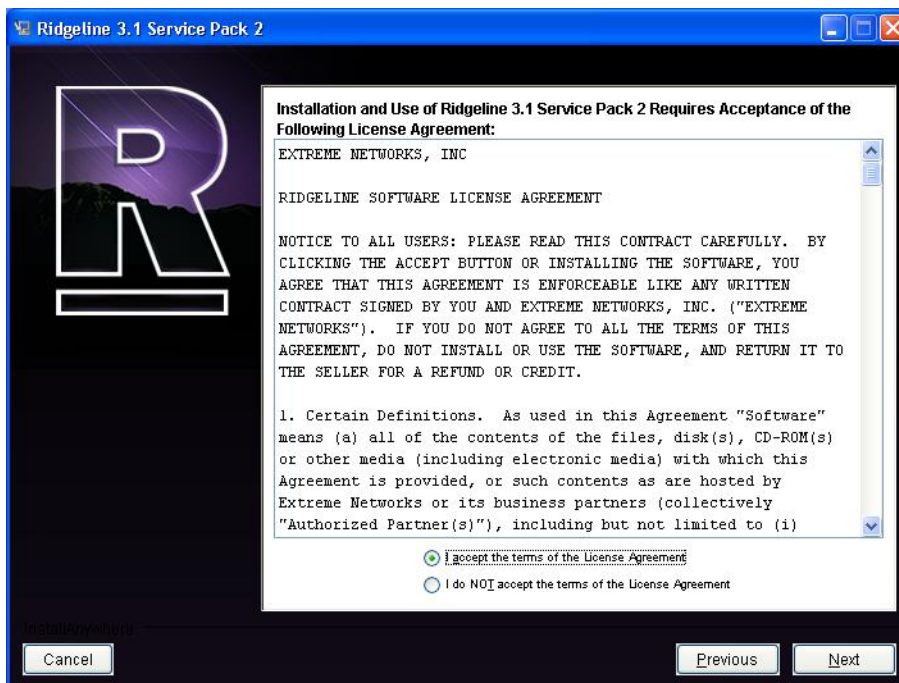


Figure 37: Ridgeline Software License Agreement Dialog Box



- 8 If you agree to the terms of the Ridgeline software license agreement, click **I accept the terms of the License Agreement**, and then click **Next**.

The **Ridgeline pre-installation summary** dialog box shows the installation path for the service pack (see the following figure).

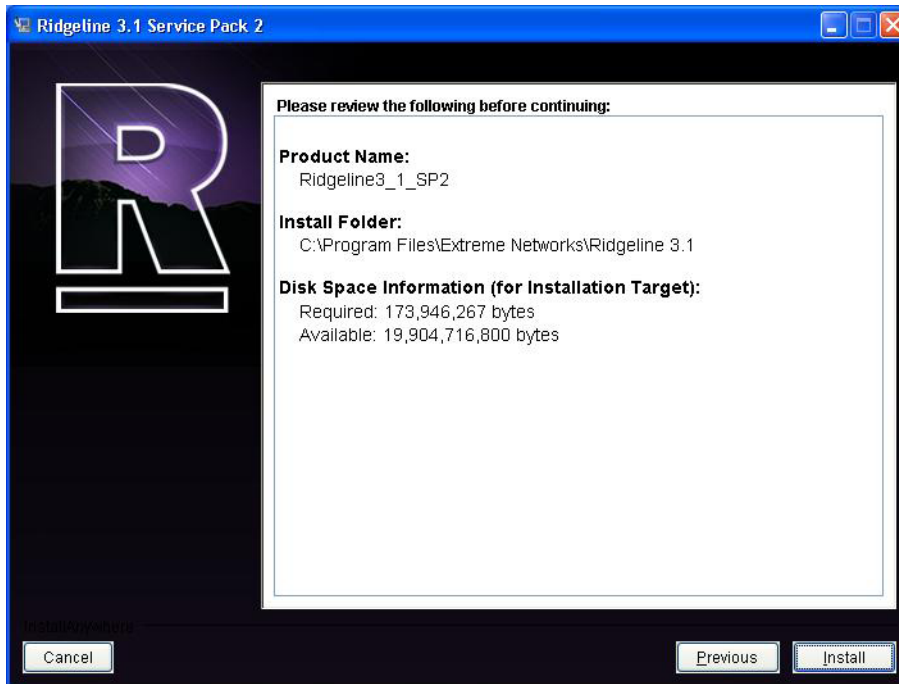


Figure 38: Ridgeline Pre-installation Summary Dialog Box

- 9 Click **Install**.

The **Ridgeline progress indicator** dialog box shows the progress of the software installation (see the following figure).

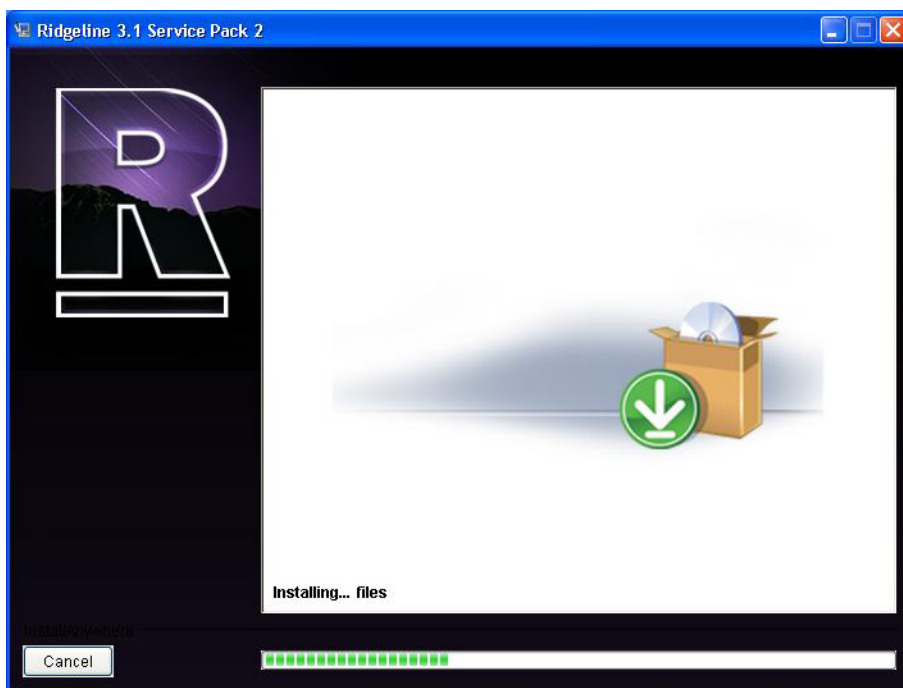


Figure 39: Ridgeline Progress Indicator Dialog Box

You are informed when the installation successfully finishes (see the following figure).

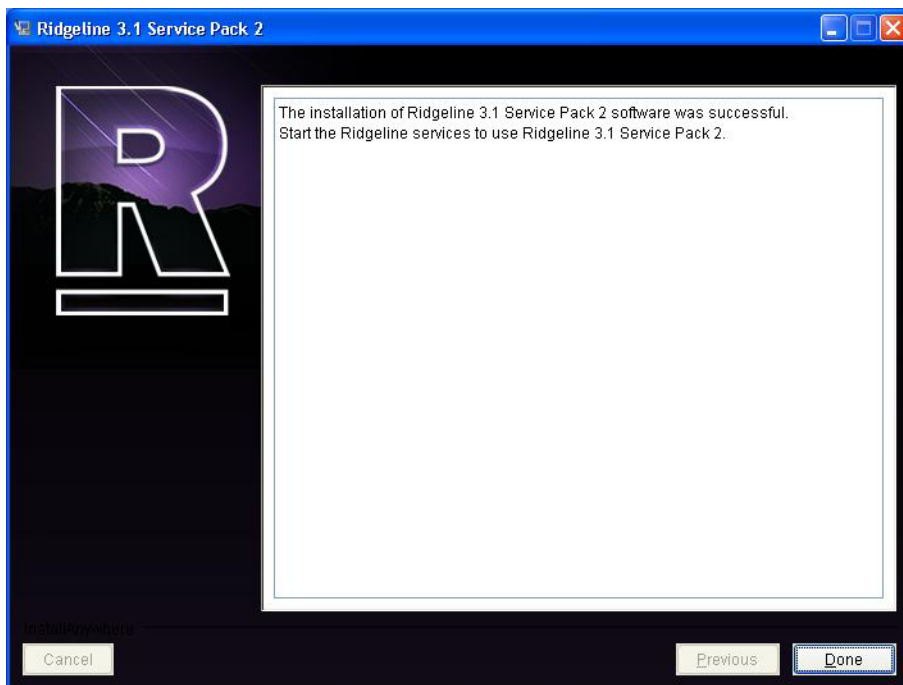


Figure 40: Ridgeline Installation Successful Dialog Box



- 10 Click **Done**.
- 11 Restart Ridgeline services (see [Starting the Server on Windows](#)).

After the installation is complete, details about the installation process are in a log file

Ridgeline4.0_InstallLog.log in the following locations:

- Windows: <Ridgeline 4.0 installation directory>\Logs
- Linux: <Ridgeline 4.0 installation directory>/Logs

Uninstalling a Service Pack on Windows Systems

Note



Be sure to restore your previously backed-up database (backed up prior to installing the service pack) after uninstalling the service pack, to completely restore Ridgeline to its previous state.

To uninstall a service pack on a Windows system:

- 1 Exit all Ridgeline clients.
- 2 Stop Ridgeline services (server, database, FreeRADIUS server), if still running (see [Stopping the Server on Windows](#)).
- 3 Locate the folder where the Ridgeline service pack is installed.
Typically in C:\Program Files\Extreme Networks\Ridgeline <v>_Ridgeline<v>_SP<n>_installation (where <v> = Ridgeline software version, and <n> = service pack number)
- 4 Double-click **Uninstall Ridgeline <v> Service Pack <n>.exe** (where <v> = Ridgeline software version, and <n> = service pack number). The **Ridgeline about to uninstall** dialog box appears (see the following figure).

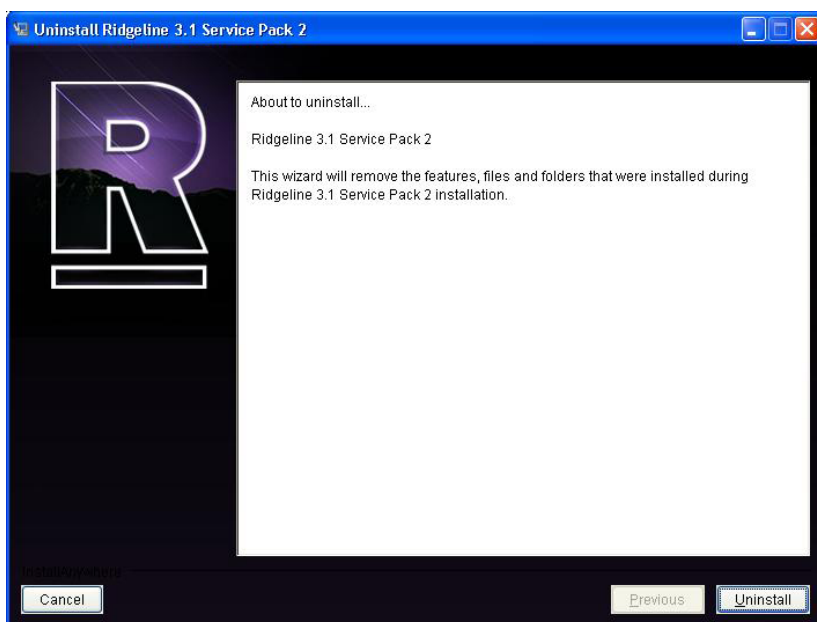


Figure 41: Ridgeline About to Uninstall Dialog Box



- 5 Click **Uninstall**.

The **Ridgeline uninstall progress** dialog box shows the files and features being removed and a progress bar (see the following figure).

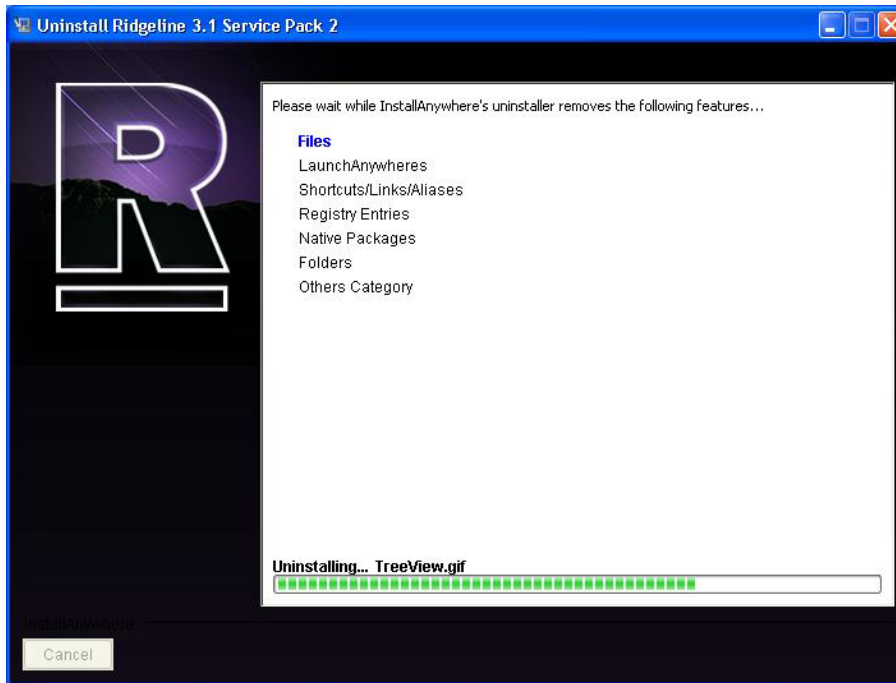


Figure 42: Ridgeline Uninstall Progress Dialog Box

- 6 You are informed when the service pack is successfully uninstalled (see the following figure). Click **Done**.

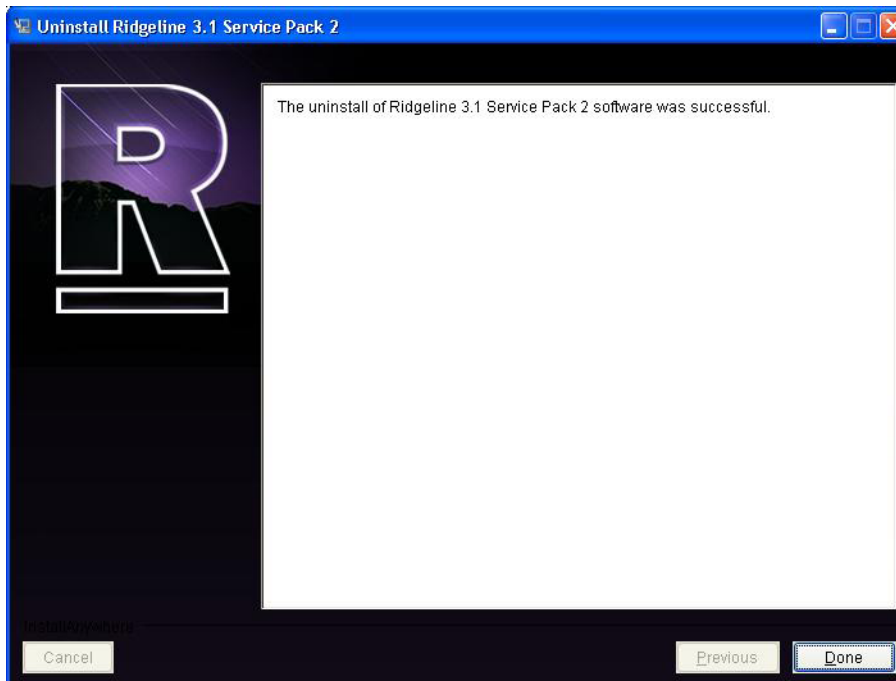


Figure 43: Successful Ridgeline Service Pack Uninstall Dialog Box



- Restart Ridgeline services (see [Starting the Server on Windows](#)).

After uninstalling, details about the process are in a log file **Ridgeline4.0_InstallLog.log** in the following locations:

- Windows: <Ridgeline 4.0 installation directory>\Logs
- Linux: <Ridgeline 4.0 installation directory>/Logs

Uninstalling a Service Pack from the Windows Control Panel

You can uninstall a service pack from the Windows Control Panel the same way you remove other programs.

- Click  or  > **Control Panel** > **Add or Remove Programs** (or, for Windows 7, **Programs and Features**). The **Add or Remove Programs** window appears (see the following figure).

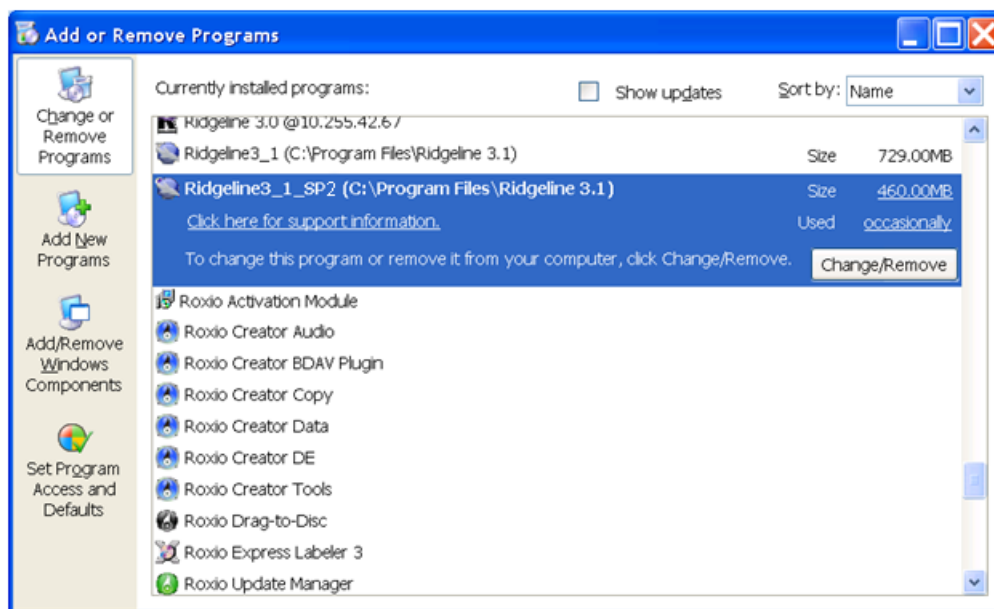


Figure 44: Add or Remove Programs Window

- Select the Ridgeline service pack, and then click **Change/Remove** (or, for Windows 7, right-click, and then click **Uninstall/Change**).

Installing a Service Pack on Linux Systems

To install a service pack on a Linux system:

- Download the Ridgeline service pack from the Extreme Networks eSupport software download page (<http://www.extremenetworks.com/services/software-updates-archives.aspx>), and then extract the contents of the zip file to a temporary directory.

The files are extracted to a folder named **sp <n> lin<v>/patch <n>**, (where <n> is the service pack number, and <v> = type of Linux, either 32 or 64).



- 2 Exit all Ridgeline clients.
- 3 Stop Ridgeline services and database engines if they are running (see [“Stopping the Server on Linux”](#)).
- 4 Back up your database.
Also, if the database transaction log, **basecamp.log**, remains in the top-level Ridgeline installation directory after the Ridgeline server has been shut down, save it. (Typically, **basecamp.log** is removed when the server stops.)
- 5 Save the files **basecamp.db** and **epicenter.db** in the **/database/data** subdirectory under the Ridgeline installation directory, as well as any database transaction log files (for example, **basecamp.log** or **epicenter.log**) in this directory.
- 6 Open a command shell, and then go to the directory where you extracted the service pack files:

```
% cd sp<n> lin<v> /patch<n>
```
- 7 Run the script **Ridgeline_<v>_SP<n>_Installer.bin**, where **<v>** = the Ridgeline base version, and **<n>** = the service pack number. To avoid permission errors, run the script as the same user that performed the original Ridgeline software installation.
 - To install the service pack in the default installation directory (**/opt/ExtremeNetworks/Ridgeline4.0/**), enter the **Ridgeline_<v>_SP<n>_Installer.bin** command without a directory name. For example:

```
% ./Ridgeline_40_SP1_Installer.bin
```
 - To install the service pack in a non-default directory with a name that includes spaces, specify the directory name in quotes. For example:

```
% ./Ridgeline_40_SP1_Installer.bin "Directory With Spaces/Ridgeline4.0"
```

This script file runs a script that backs up Ridgeline files to **<Ridgeline_install_dir>/backup**.
- 8 Restart the Ridgeline server and the database engine (see [Starting the Server on Linux](#)).

Uninstalling a Service Pack on Linux Systems

Note



Be sure to restore your previously backed-up database (backed up prior to installing the service pack) after uninstalling the service pack, to completely restore Ridgeline to its previous state.

To uninstall a service pack on a Linux system:

- 1 Exit all Ridgeline clients.
- 2 Stop the Ridgeline services and database engines, if they are running (see [Stopping the Server on Linux](#)).
- 3 Locate the directory where the service pack is installed (for example: **Ridgeline 4.0 Home/_Ridgeline3_1_SP2_Installation**).



- 4 Open a command shell and run **Uninstall Ridgeline <v> Service Pack <n>.bin**, where <v> = the Ridgeline base version, and <n> = the service pack number.

To avoid permission errors, run the script as the same user that performed the Ridgeline service pack installation. The **Ridgeline about to uninstall** dialog box appears (see the following figure).

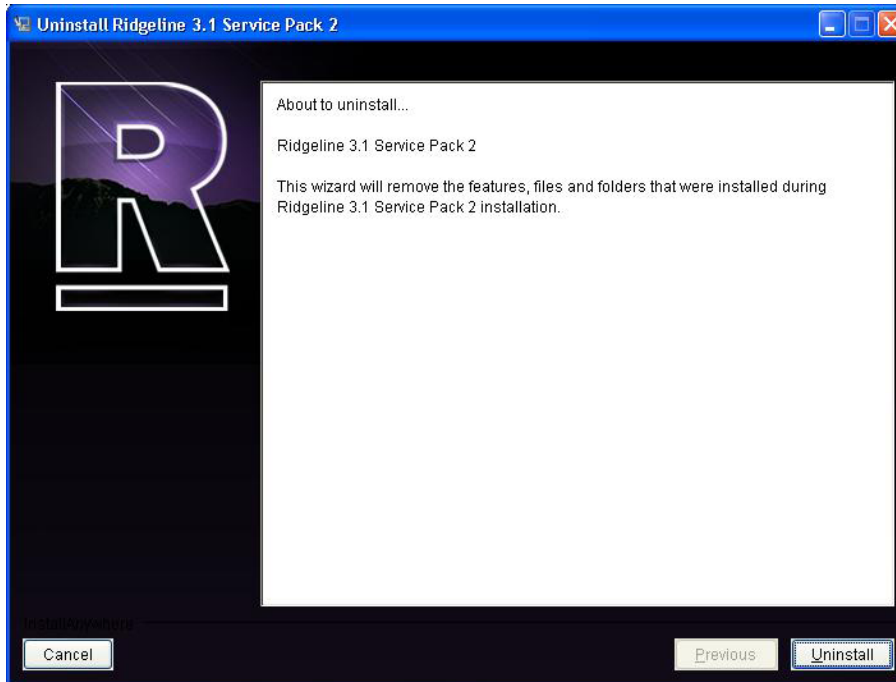


Figure 45: Ridgeline About to Uninstall Dialog Box

5 Click **Uninstall**.

The Ridgeline uninstall progress dialog box shows the files and features being removed and a progress bar (see the following figure).

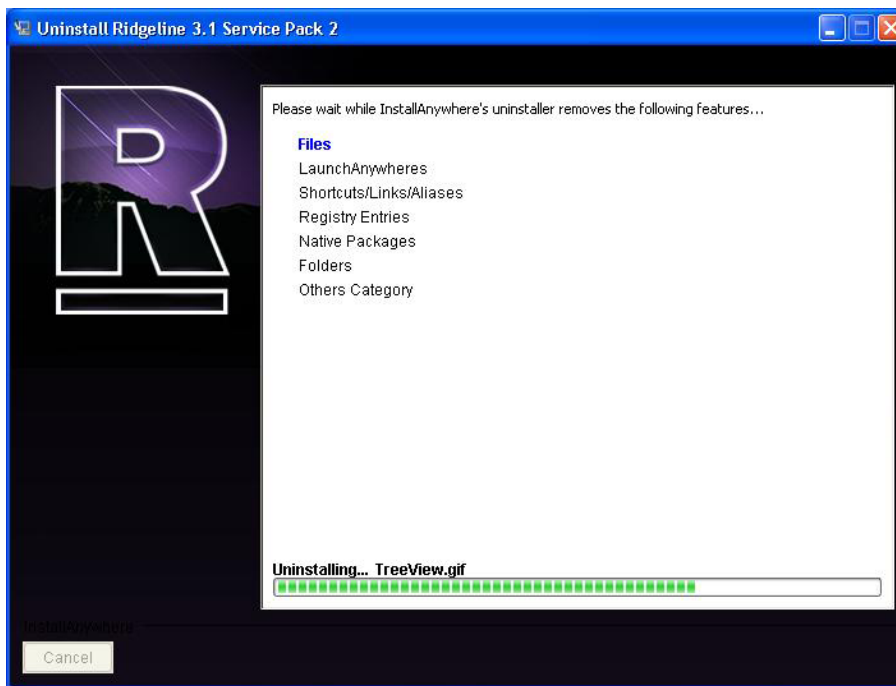


Figure 46: Ridgeline Uninstall Progress Dialog Box

You are informed when the service pack is successfully uninstalled (see the following figure).

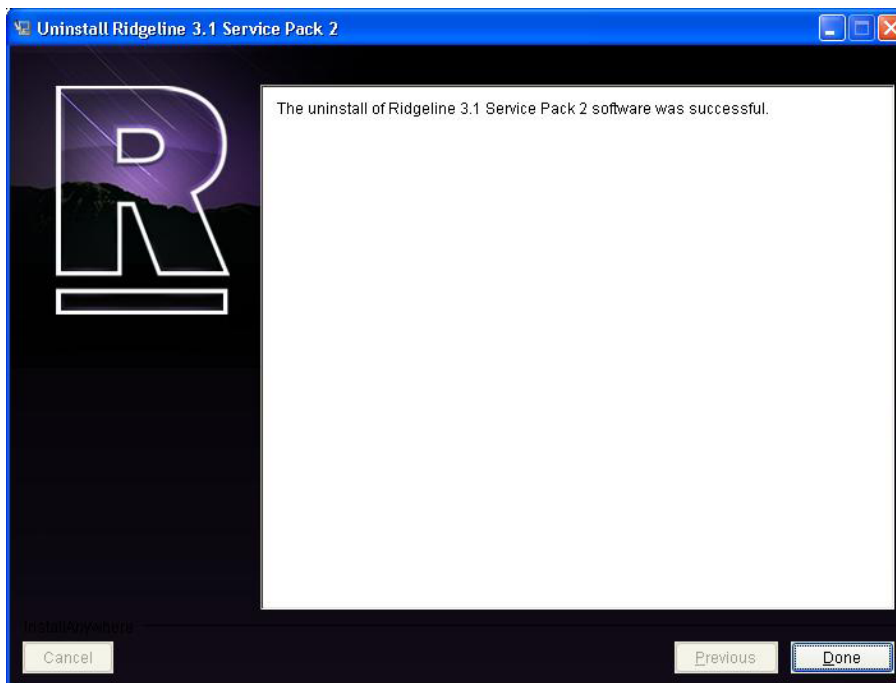


Figure 47: Successful Ridgeline Service Pack Uninstall



- 6 Click **Done**.
- 7 Restart the Ridgeline server and the database engine (see [Starting the Server on Linux](#)).



Index

A

activation key 10

E

evaluation copy
license 9, 10

J

Java runtime package 6, 7

L

license key
activation key 10
licensing
obtaining a permanent license 10
obtaining an evaluation license 9, 10

M

multi-homed server 37

U

uninstalling the server
under Windows 40

W

Windows
uninstalling the server 40

